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M A N U A L S

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO

INFORMATION ACT (NO. 2 OF 2000)

Part 1 of 2



AIDS HELPLINE: 0800-123-22 Prevention is the cure

SECTION 51 MANUAL FOR TRUWORTHS LIMITED
IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION
ACT 2 OF 2000 ("the Act")

CONTENTS

- A. INTRODUCTION TO TRUWORTHS LIMITED
- B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL
1. Contact details
 2. The section 10 Guide on how to use the Act
 3. Records available in terms of any other legislation
 4. Access to the records held by Truworths Limited
 - i The latest notice regarding the categories of records of Truworths Limited, which are available without a person having to request access in terms of the Act in terms of section 52(2)
 - ii Records held by Truworths Limited
 - iii The request procedures
 5. Other information as may be prescribed
 6. Availability of the manual
 7. Prescribed fees for private bodies
 8. Prescribed forms

This Manual is based on the blueprint issued by the SAHRC.

A. **INTRODUCTION TO TRUWORTHS LIMITED**

Truworths Limited (registration number 1940/013923/06) is a fashion retailer and the major subsidiary of Truworths International Limited, an investment holding company whose shares are listed on the JSE Securities Exchange (SA).

B. **PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**

1. **Contact details**

Truworths Limited

The Company Secretary

Postal address: P O Box 600
Cape Town
8000

Street address: SRG House
1 Mostert Street
Cape Town
8001

Telephone: +27 21 460-7911

Fax: +27 21 460-7132

Website: www.truworths.co.za

E-mail: proatia@truworths.co.za

2. **The section 10 Guide on how to use the Act** [Section 51(1)(b)]

The Guide will be available from the South African Human Rights Commission (SAHRC) by not later than August 2003. 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
E-mail: PAIA@sahrc.org.za

3. **Records available in terms of any other legislation** [Section 51(1)(d)]

- The following records are open to inspection in terms of the under-mentioned sections of the Companies Act (61 of 1973 as amended):
 - The section 91A sub registers of members who hold their shares in dematerialized form, by reason of section 91A and section 113
 - The section 93 register of share allotments, by reason of section 93 and section 113
 - The section 105 register of members (i.e. shareholders) by reason of section 113
 - The register of transfer of shares, by reason of section 113
 - The section 127 register of pledges, cessions and bonds, by reason of section 130 and section 113
 - The section 128 register of debenture holders, by reason of section 130 and section 113
 - The section 140A register of disclosure by nominees of beneficial interests in shares, by reason of section 140A and section 113
 - The section 215 register of directors, auditors and officers, by reason of section 215 and section 113
 - The section 240 register of directors' declarations of interests in contracts, by reason of section 240 and section 113
- Employment equity records and reports supplied to the Department of Labour

4. **Access to the records held by Truworths Limited** [Sections 51(1)(c) and 51(1)(e)]

- i **The latest notice regarding the categories of records of Truworths Limited, which are available without a person having to request access in terms of this Act in terms of section 52(2)** [Section 51(1)(c)]

In the absence of the section 52(2) notice the records available in terms of the Companies Act referred to in 3 above as well as the following records are available without a request in terms of the Act.

- Published press announcements
- Conditions of sale and granting of credit

ii. **A description of the subjects of the records held by Truworthe Limited and the categories in which these subjects are classed**
[Section 51(1)(e)]

HUMAN RESOURCES

- Employee records and information, recruitment records
- Training records, manuals, materials and reports
- Employment equity records and reports, disciplinary records, CCMA records

FINANCE

- FINANCE
 - Creditors/suppliers information and records
 - Shipping records
 - Sundry debtors information
 - Accounting records
 - Statutory requirement records
- COMPANY SECRETARY
 - Registers
 - Minute books
 - Certificates
 - Documents
- LEGAL
 - Agreements
 - Trade marks
 - Civil and criminal actions
- INTERNAL AUDIT
 - Company risk and controls profiles
 - Fraud information
- RETAIL ADMINISTRATION
 - Administration policies and procedures
 - Casual employee records
 - Business and supplier information

MERCHANDISE

- Sales records
- Supplier information
- Purchase order records

OPERATIONS

- STORES
 - Employee records
 - Policies, procedures, manuals and circulars
 - Business and financial information and records
- PROPERTIES
 - Lease agreements
- TRUWORTHS DISTRIBUTION CENTRE
 - Employee records
 - Operational and distribution records
 - Aged documents for business or statutory requirements
 - Warehouse systems and processes
- FRANCHISE store records

DESIGN

- VISUAL PRESENTATION – display material and merchandising records
- STORE DESIGN – store drawings and building specifications

MARKETING AND CREDIT SERVICES

- MARKETING AND ADVERTISING
 - Marketing material
 - Market research
- CREDIT SERVICES
 - Customer records
 - Transaction records
 - Debtors information
 - Fraud investigation records

INFORMATION TECHNOLOGY

- Business and Data Information
- IT Technology Capabilities
- Systems & User Manuals

iii The request procedures**Form of request:**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the Company Secretary of Truworths Limited. This request must be made to the address, fax number or electronic mail address of Truworths Limited [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the Company Secretary of Truworths Limited to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].

- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s53(2)(d)].
- If a request is made on behalf of a another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Company Secretary of Truworths Limited [s 53(2)(f)].

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The Company Secretary of Truworths Limited must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to Truworths Limited is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the Company Secretary of Truworths Limited has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

5. **Other information as may be prescribed** [Section 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. **Availability of the manual** [Section 51(3)]

This manual is available for inspection at the offices of Truworths Limited at SRG House, 1 Mostert Street, Cape Town free of charge. Copies are available with the SAHRC, in the Gazette and on Truworths Limited's website.

**SECTION 51 MANUAL FOR TRUWORTHS INTERNATIONAL
LIMITED**

**IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT
2 OF 2000 ("the Act")**

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This Manual is based on the blueprint issued by the SAHRC.

A. INTRODUCTION TO TRUWORTHS INTERNATIONAL LIMITED

Truworths International Limited (registration number 1944/017491/06) is an investment holding company whose shares are listed on the JSE Securities Exchange (SA). Its major subsidiary is the fashion retailer Truworths Limited.

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Contact details

Truworths International Limited

The Company Secretary

Postal address: P O Box 600
Cape Town
8000

Street address: SRG House
1 Mostert Street
Cape Town
8001

Telephone: +27 21 460-7911
 Fax: +27 21 460-7132
 Website: www.truworths.co.za
 E-mail: proatia@truworths.co.za

2. **The section 10 Guide on how to use the Act** [Section 51(1)(b)]

The Guide will be available from the South African Human Rights Commission (SAHRC) by not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

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Houghton
2041

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Fax: +27 11 484-0582
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3. **Records available in terms of any other legislation** [Section 51(1)(d)]

- The following records are open to inspection in terms of the under-mentioned sections of the Companies Act (61 of 1973 as amended):
 - The section 91A sub registers of members who hold their shares in dematerialized form, by reason of section 91A and section 113
 - The section 93 register of share allotments, by reason of section 93 and section 113
 - The section 105 register of members (i.e. shareholders) by reason of section 113
 - The register of transfer of shares, by reason of section 113
 - The section 127 register of pledges, cessions and bonds, by reason of section 130 and section 113
 - The section 128 register of debenture holders, by reason of section 130 and section 113
 - The section 140A register of disclosure by nominees of beneficial interests in shares, by reason of section 140A and section 113
 - The section 215 register of directors, auditors and officers, by reason of section 215 and section 113
 - The section 240 register of directors' declarations of interests in contracts, by reason of section 240 and section 113

4. **Access to the records held by Truworths International Limited** [Sections 51(1)(c) and 51(1)(e)]

i **The latest notice regarding the categories of records of Truworths International Limited, which are available without a person having to request access in terms of this Act in terms of section 52(2)** [Section 51(1)(c)]

In the absence of the section 52(2) notice the records referred to in 3 above as well as the following records are available without a request in terms of the Act.

- Published Truworths International Limited annual reports
- Published Truworths International Limited interim reports
- Published Truworths International Limited press announcements

ii. **A description of the subjects of the records held by Truworths International Limited and the categories in which these subjects are classed** [Section 51(1)(e)]

- Financial and commercial records
- Annual and interim reports
- Company registers, minute books, certificates and documents
- Legal agreements

iii **The request procedures**

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the Company Secretary of Truworths International Limited. This request must be made to the address, fax number or electronic mail address of Truworths International Limited [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the Company Secretary of Truworths International Limited to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s53(2)(a) and (b) and (c)].
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s53(2)(d)].
- If a request is made on behalf of a another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Company Secretary of Truworths International Limited [s 53(2)(f)].

Fees:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The Company Secretary of Truworths International Limited must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to Truworths International Limited is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the Company Secretary of Truworths International Limited has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

5. **Other information as may be prescribed** [Section 51(1)(f)]

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

6. **Availability of the manual** [Section 51(3)]

This manual is available for inspection at the offices of Truworths International Limited at SRG House, 1 Mostert Street, Cape Town free of charge. Copies are available with the SAHRC, in the Gazette and on Truworths International Limited's website.



NEW AFRICA CAPITAL
FINANCIAL SERVICES GROUP

MANUAL

**As required in terms of section 51 of the
PROMOTION OF ACCESS TO INFORMATION ACT
No. 2 of 2000**

**This manual contains information required
to request access to the records of:**

**NEW AFRICA CAPITAL LIMITED
Metropolitan Life Limited
Metropolitan Odyssey Limited
Commercial Union Life Assurance Company of SA Limited
Metropolitan Health (Pty) Ltd
Metropolitan Health Holdings (Pty) Ltd
Metropolitan Asset Managers Ltd
Metropolitan Unit Trust Ltd
Robrian Investments (Pty) Ltd
Metropolitan Investments (Transkei) (Pty) Ltd
Metropolitan Finance (Pty) Ltd
Adis Africa (Pty) Ltd
Metropolitan Property Services (Pty) Ltd
The Virtual Services Group (Pty) Ltd
Homes Trust Motor Finance Company (Pty) Ltd**

and all subsidiary companies of the above

CATEGORIES OF RECORDS AND SUBJECTS ON WHOM RECORDS ARE HELD:

Products and Services –	
▪ Long-term insurance products	▪ Retirement annuities, Pension Funds
▪ Savings products	▪ Trust services
▪ Unit trust products	▪ Money transfer services
▪ Investment and risk products to groups and schemes	▪ Actuarial and consulting services to the group retirement industry
▪ All records kept in terms of legislation applicable to any of the above products or services and the Financial Services Industry in general	
Company Records -	
▪ Finance	▪ Distribution
▪ Actuarial	▪ Marketing
▪ Client care	▪ Information technology
▪ Product management	▪ Human resources
▪ All records kept in terms of the Company Laws of South Africa	
Subjects on whom records are held -	
▪ Shareholders	▪ Subsidiary companies
▪ Board members	▪ Advisers
▪ Directors	▪ Brokers
▪ Employees	▪ Clients
▪ Officials	▪ Banking institutions
▪ Consultants	▪ External companies / contractors
▪ Investors	▪ Policyholders
▪ Third Parties	▪ Associate companies
Which records are held i.r.o. the abovementioned subjects?	
▪ Confidential	▪ Scientific
▪ Personal	▪ Research
▪ Commercial	▪ Operational
▪ Financial	▪ Trade
▪ Group/company incorporation	▪ Business
▪ Group/company financial	▪ Internal group/company divisions
▪ Group/company departments	▪ Group/company structure
▪ Strategy	▪ Statutory required reports
▪ Contractor	▪ Policyholder
▪ Investor	▪ Shareholder
▪ Subsidiary companies	▪ External companies
▪ Adviser	▪ Broker
▪ Consultant	▪ Directors
▪ Information technology	▪ Employee
▪ Client	▪ Banking institutions
▪ Product and services	▪ Official/legal
▪ Contracts	▪ Policy documents
▪ Rules of Funds	▪ Medical

Records held in terms of the following legislation -	
▪ Long-term insurance Act, 52 of 1998	▪ Employment Equity Act, 55 of 1998
▪ Pension Funds Act, 24 of 1956	▪ Prevention of Organised Crime Act, 121 of 1998
▪ Medical Schemes Act, 131 of 1998	▪ Financial Intelligence Centre Act 38 of 2001
▪ Unit Trust Control Act, 54 of 1981	▪ Financial Markets Control Act, 55 of 1998
▪ Inspection of Financial Institution's Act, 80 of 1998	▪ Insider Trading Act, 135 of 1998
▪ Stock Exchange Control Act, 1 of 1985	▪ Income Tax Act, 58 of 1962
▪ Labour Relations Act, 66 of 1995	▪ Value-Added Tax, 89 of 1991
▪ Basic Conditions of Employment Act, 75 of 1997	▪ Unemployed Insurance Act, 30 of 1966
▪ Companies Act, 61 of 1973	▪ Custody and Administration of Securities Act, 30 of 1966
▪ Consumer Affairs (Unfair business practises Act), 71 of 1988	▪ Trade Marks Act, 194 of 1993
▪ Compensation of Occupational Injuries and Diseases Act, 130 of 1993	▪ Pension fund regulations
▪ Administration of Estates Act, 66 of 1965	▪ Participation Bonds Act, 55 of 1981
▪ Trust Property Control Act, 57 of 1988	▪ National Payment System Act, 78 of 1998
▪ Usury Act, 73 of 1965	

NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

No Notice in terms of Section 52(2) of the Act has been published. Certain records are however freely available on Metropolitan's website www.metropolitan.co.za.

THE PROCEDURE TO BE FOLLOWED TO REQUEST ACCESS TO THE RECORDS:

- Requestors are to complete the prescribed FORM C as contained in the Regulations to the Act. (Regulation 10, Act no. 2 of 2000). Should assistance be required in obtaining and or completing a form, please do not hesitate to contact the information officer denoted below.

**THE GROUP COMPLIANCE/INFORMATION OFFICER
METROPOLITAN
P O BOX 2212
BELLVILLE
7535**

**Fax no. : (+27 21) 940 6973
Phone no. : (+27 21) 940 5609**

- **Note :** The form is also available on our website at www.metropolitan.co.za

- The completed application form may be posted or faxed to the **Group Compliance/Information Officer: Metropolitan** at the address given.
- The Information Officer will process the request and inform the requestor of the fees, (if any) that he/she has to pay and of the further steps that will follow in the processing of the request.
- **Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.**
- The fees applicable to any application for information, is displayed on the South African Human Rights Commission's website at www.sahrc.org.za

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE (SEC 10 OF THE ACT):

The Human Rights Commission must compile a guide containing such information as may reasonably be required by any person who wishes to exercise any right contemplated in the Act. The South African Human Rights Commission can be contacted at the following address :

Private Bag 2700, HOUGHTON, 2041.
Tel. : (+27 11) 484 8300
Fax : (+27 11) 484 0582
Website : www.sahrc.org.za

Financial Services Industry

MARRIOTT HOLDINGS LTD AND IT SUBSIDIARY COMPANIES ("THE INSTITUTION")

I INTRODUCTION

1.1 The Promotion of Access to Information Act, No 2 of 2000 ("*the Act*") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information may or must not be released. The Act sets out the requisite procedural issues attached to such request.

1.2 PURPOSE OF THE MANUAL:

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry as a whole, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of the Act however recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This manual sets out to provide a generic manual to the Financial Services Industry to deal with the requests in a conforming manner, which will enable the requestors to obtain the records which they are entitled to in a quick, easy and accessible manner. This manual may be adapted by the individual role players in the Financial Services Industry to specifically meet their needs.

Wherever reference is made to "*institution*" in this manual, it will refer to the private bodies within the Financial Services Industry, for whom this manual is drafted.

PART I

2 CONTACT DETAILS

- 2.1 Information Officer: PAULA NEL
- Postal address: P O BOX 207, DURBAN, 4000
- Physical Address: MARRIOTT @ KINGSMEAD, KINGSMEAD OFFICE
PARK, DURBAN, 4001
- Tel: (031) 366 1201
- Fax: (031) 366 1273
- E-mail: paula@marriott.co.za

The Information Officer can also be contacted at the details below.

2.2 GENERAL INFORMATION

- 2.2.1 Name of Private Body: MARRIOTT HOLDINGS LTD (including its subsidiaries);
- 2.2.2 Postal Address: P O BOX 207, DURBAN, 4000;
- 2.2.3 Physical Address (or main place of business): MARRIOTT @ KINGSMEAD,
KINGSMEAD OFFICE PARK, DURBAN, 4001;
- 2.2.4 Telephone Number: (031) 366 1201;
- 2.2.5 Facsimile number: (031) 366 1273;
- 2.2.6 E-mail: paula@marriott.co.za;
- 2.2.7 Website: www.marriott.co.za;

PART II

3 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission has at the date of printing hereof not yet compiled the guide contemplated in Section 10 of the Act. The guide will contain such

information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African HUMAN RIGHTS COMMISSION,

at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT),

Private Bag X2700, HOUGHTON, 2041;

Telephone Number: (011) 484-8300;

Facsimile Number: (011) 484-1360;

Website: www.sahrc.org.za;

E-mail Address: PIAI@sahrc.org.za.

PART III

3.1 RECORDS OF THE FINANCIAL SERVICES INDUSTRY

This clause serves as a reference to the records that the institutions within the financial services industry hold in order to facilitate a request in terms of the Act.

The information is classified and grouped according to records relating to the following subjects and categories:

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

3.1.1 PERSONNEL RECORDS

3.1.1.1 Personal records provided by personnel;

3.1.1.2 Records provided by a third party relating to personnel;

3.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;

3.1.1.4 Internal evaluation records and other internal records;

3.1.1.5 Correspondence relating to personnel;

3.1.1.6 Training schedules and material;

"Personnel" refers to any person who works for, or provides services to or on behalf of the institution, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the institution. This

includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

- 3.1.2 CUSTOMER RELATED RECORDS
- 3.1.2.1 Records provided by a customer to a third party acting for or on behalf of the institution in the financial services industry;
 - 3.1.2.2 Records provided by a third party;
 - 3.1.2.3 Records generated by or within the institution in the financial services industry relating pertaining to its customers, including transactional records;
 - 3.1.2.4 Brochures
 - 3.1.2.5 Shareholders / Syndication Investor Records
 - 3.1.2.6 Supplier Records
 - 3.1.2.7 Application Forms
 - 3.1.2.8 Credit Application Information on Borrower
 - 3.1.2.9 Security Documents
 - 3.1.2.10 Financial Statements
 - 3.1.2.11 Agency Agreements
 - 3.1.2.12 Property Databases
 - 3.1.2.13 Accounting Records and Databases
 - 3.1.2.14 Board and Committee Packs
 - 3.1.2.15 Agreements including Leases
 - 3.1.2.16 Statements and Supporting Documentation
 - 3.1.2.17 Correspondence
 - 3.1.2.18 Tax Files and Related Records
 - 3.1.2.19 Statutory Records and Returns
 - 3.1.2.20 Prospectus
 - 3.1.2.21 Website
 - 3.1.2.22 Service Contracts
 - 3.1.2.23 Trust Deeds

- 3.1.2.24 Valuation Records
- 3.1.2.25 Financial Models
- 3.1.2.26 Minutes
- 3.1.2.27 Tenant / Landlord Records
- 3.1.2.28 Special Powers of Attorney
- 3.1.2.29 Mandates
- 3.1.2.30 Wills
- 3.1.2.31 Investment Reports and Documentation
- 3.1.2.32 Letters of Authority
- 3.1.2.33 Tax Clearances
- 3.1.2.34 Money Laundering

A "customer" refers to any natural or juristic entity that receives services from the institution.

3.1.3 PRIVATE BODY RECORDS

- 3.1.3.1 Financial records;
- 3.1.3.2 Operational records;
- 3.1.3.3 Databases;
- 3.1.3.4 Information Technology;
- 3.1.3.5 Marketing records;
- 3.1.3.6 Internal and External correspondence;
- 3.1.3.7 Product records including Newsletters and Brochures;
- 3.1.3.8 Statutory records;
- 3.1.3.9 Internal Policies and Procedures;
- 3.1.3.10 Treasury-related records;
- 3.1.3.11 Securities and Equities;
- 3.1.3.12 Records held by officials of the institution.
- 3.1.3.13 Banking Records

- 3.1.3.14 Financial Statements including quarterly reports
- 3.1.3.15 Internal Reports
- 3.1.3.16 Returns to South African Reserve Bank
- 3.1.3.17 Credit Policy
- 3.1.3.18 Presentations
- 3.1.3.19 Policyholders Protection Rules
- 3.1.3.20 Code of Conduct of SAFSIA
- 3.1.3.21 Management Contracts
- 3.1.3.22 Board Packs and Minutes
- 3.1.3.23 Systems and Procedures Documentation
- 3.1.3.24 Listing Process Records
- 3.1.3.25 Research Material
- 3.1.3.26 Logos
- 3.1.3.27 Proposals
- 3.1.3.28 Internet Website
- 3.1.3.29 Company Details
- 3.1.3.30 Mandate Reports
- 3.1.3.31 Fact Sheets

These records include, but are not limited to, the records which pertain to the institution's own affairs.

3.1.4 OTHER PARTY RECORDS

- 3.1.4.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by the institution itself;
- 3.1.4.2 Records held by the institution pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.
- 3.1.4.3 Contracts and Agreements
- 3.1.4.4 Client Records held by Management Company
- 3.1.4.5 Archive Records

3.1.4.6 Minutes of External Meetings

3.1.4.7 Trust Deeds

The institution may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to the institution.

All records are available in different formats being manual or electronic. On request the format of the record can be established.

PART IV

4 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the institution to refuse a request for information relates to the -

- 4.1 mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 4.2 mandatory protection of the commercial information of a third party, if the record contains
 - 4.2.1 trade secrets of that third party;
 - 4.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 4.2.3 information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 4.3 mandatory protection of confidential information of third parties;
- 4.4 mandatory protection of the safety of individuals and the protection of property;
- 4.5 mandatory protection of records which would be regarded as privileged in legal proceedings;
- 4.6 the commercial activities of the institution, which may include -
 - 4.6.1 trade secrets of the institution;
 - 4.6.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution;
 - 4.6.3 information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition;

- 4.6.4 a computer program which is owned by the institution, and which is protected by copyright.
- 4.7 the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a disadvantage;

Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

5 REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION

5.1 INTERNAL REMEDIES

The institutions do not have internal appeal procedures. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer.

5.2 EXTERNAL REMEDIES

A requester that is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

6 REQUEST PROCEDURE

- 6.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 6.2 The requester must complete the prescribed form enclosed herewith in Appendix 1, and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as stated in 3.1 or 3.2 above.
- 6.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify –

- 6.3.1 The record or records requested;

- 6.3.2 The identity of the requester,
- 6.3.3 Which form of access is required, if the request is granted;
- 6.3.4 The postal address or fax number of the requester.
- 6.4 The requester must state that he requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 6.5 The institution will process the request within 30 days, unless the requester has stated special reasons which would satisfy the Information officer that circumstances dictate that the above time periods not be complied with.
- 6.6 The requester shall be informed whether access granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 6.7 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.
- 6.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 6.9 The requester must pay the prescribed fee, before any further processing can take place.

7 ACCESS TO RECORDS HELD BY THE INSTITUTION

- 7.1 Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.
- 7.2 A requester is any person making a request for access to a record of the institution. There are two types of requesters:
 - 7.2.1 **PERSONAL REQUESTER**
 - 7.2.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.
 - 7.2.1.2 The institution will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.
 - 7.2.2 **OTHER REQUESTER**
 - 7.2.2.1 This requester (other than a personal requester) is entitled to request access to information on third parties. However, the institution is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements

for access in terms of the Act, including the payment of a request and access fee.

8 FEES

- 8.1 The Act provides for two types of fees, namely:
- 8.1.1 A request fee, which will be a standard fee; and
- 8.1.2 An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- 8.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the Access fee which would be payable if the request is granted.
- 8.4 The information officer shall withhold a record until the requester has paid the fees as indicated in Appendix 2.
- 8.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 8.6 If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

9 DECISION

- 9.1 The institution will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 9.2 The 30 day period within which the institution has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large volume of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30 day period. The institution will notify the requester in writing should an extension be sought.

10 LIST OF APPLICABLE LEGISLATION:

- 10.1 A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation, is annexed hereto marked "*Appendix 3*".

11 AVAILABILITY OF THE MANUAL

- 11.1 This manual is made available in terms of Regulation Number R. 187 of 15 February 2002.
- 11.2 The manual of the institution will also be available on the website of the institution.

APPENDIX - 1

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM B

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

[Empty rectangular box]

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

(Regulation 4)

A. Particulars of private body

The Information Officer:

B. Particulars of Person requesting access to the record

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

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone Number: _____ Fax Number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

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 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. Description of the Record or relevant part of the record:

2. Reference number, if available: _____

2. Any further particulars of the record:

E. Fees:

- (a) *A request for access to 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 of the request fee.*
- (c) *The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption of payment of the fee:

F. Form of Access to the 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 hereunder, 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) *Your indication as to the required form of access depends 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.*

1. If the record is in written or printed form:			
	Copy of record *		Inspection of record

2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	View the images		Copy of the images *
			Transcription of the images*

3. If the record consists of recorded words or information which can be reproduced in sound:			
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack * (written or printed document)

4. If the record is held on computer or in an electronic or machine-readable form:			
	Printed copy of record		Printed copy of information derived from the record *
			Copy in computer readable form * (stiffy or compact disc)

<p>* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.</p>	<p>YES</p>	<p>NO</p>
--	------------	-----------

G. Particulars of right to be exercised or protected:

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

Indicate which right is to be exercised or protected: _____

I. Explain why the requested record is required for the exercising or protection of the
aforementioned right:

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 thereof 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 _____ 200_____

SIGNATURE OF REQUESTER/PERSON
ON WHOSE BEHALF REQUEST IS MADE

APPENDIX - 2

REPRODUCTION FEES

Where the requested document appears in the appendix 1 i.e. the institution has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERRED TO ABOVE ARE:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00

Request fees:

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the institution will further process the request received.

Access fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

The applicable access fees which will be payable are:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75

	R
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00
• To search for a record that must be disclosed per Hour or part of an hour reasonably required for such search.	30,00
• Where a copy of a record needs to be posted the actual postal fee is payable.	

Deposits:

Where the institution receives a request for access to information held on a person other than the requester himself/herself and the information officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to $\frac{1}{3}$ (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

FirstRand Bank Holdings Limited

Including all Subsidiaries

1 INTRODUCTION

- 1.1 The Promotion of Access to Information Act, No 2 of 2000 ("**the Act**") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, **except where the Act expressly provides that the information may or must not be released**. The Act sets out the requisite procedural issues attached to such request.

1.2 PURPOSE OF THE MANUAL:

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry as a whole, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of the Act however recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This manual sets out to provide a generic manual to the Financial Services Industry to deal with the requests in a conforming manner, which will enable the requestors to obtain the records which they are entitled to in a quick, easy and accessible manner. This manual may be adapted by the individual role players in the Financial Services Industry to specifically meet their needs.

Wherever reference is made to "*institution*" in this manual, it will refer to the private bodies within the Financial Services Industry, for whom this manual is drafted.

PART I

2 CONTACT DETAILS & GENERAL INFORMATION

Information Officer – FirstRand Bank Holdings Limited:

Postal address: PO Box 1153, Johannesburg 2000 (Att: **Group Forensic Services**)

Physical Address: 1st Floor, 1 First Place, BankCity, Corner Pritchard & Simmonds Streets, Johannesburg 2001

Tel: (011) 352 5111

Fax: (011) 371 2032

E-mail: gfahotline@fnb.co.za

Website: www.firststrand.co.za

PART II

3 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION

The South African Human Rights Commission has at the date of printing hereof not yet compiled the guide contemplated in Section 10 of the Act. The guide will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African HUMAN RIGHTS COMMISSION,

at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT),

Private Bag X2700, HOUGHTON, 2041;

Telephone Number: (011) 484-8300;

Facsimile Number: (011) 484-1360;

Website: www.sahrc.org.za;

E-mail Address: PAIA@sahrc.org.za.

PART III

3.1 RECORDS OF THE FINANCIAL SERVICES INDUSTRY

This clause serves as a reference to the records that the institutions within the financial services industry hold.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

The information is classified and grouped according to records relating to the following subjects and categories:

3.1.1 PERSONNEL RECORDS

- 3.1.1.1 Personal records provided by personnel;
- 3.1.1.2 Records provided by a third party relating to personnel;
- 3.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 3.1.1.4 Internal evaluation records and other internal records;
- 3.1.1.5 Correspondence relating to personnel;
- 3.1.1.6 Training schedules and material;

"Personnel" refers to any person who works for, or provides services to or on behalf of the institution, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the institution. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

3.1.2 CUSTOMER RELATED RECORDS

- 3.1.2.1 Records provided by a customer to a third party acting for or on behalf of the institution in the financial services industry;
- 3.1.2.2 Records provided by a third party;
- 3.1.2.3 Records generated by or within the institution in the financial services industry relating to its customers, including transactional records;

A *"customer"* refers to any natural or juristic entity that receives services from the institution.

3.1.3 PRIVATE BODY RECORDS

- 3.1.3.1 Financial records;
- 3.1.3.2 Operational records;
- 3.1.3.3 Databases;
- 3.1.3.4 Information Technology;
- 3.1.3.5 Marketing records;
- 3.1.3.6 Internal correspondence;
- 3.1.3.7 Product records;
- 3.1.3.8 Statutory records;

- 3.1.3.9 Internal Policies and Procedures;
- 3.1.3.10 Treasury-related records;
- 3.1.3.11 Securities and Equities; and
- 3.1.3.12 Records held by officials of the institution.

These records include, but are not limited to, the records which pertain to the institution's own affairs.

3.1.4 OTHER PARTY RECORDS

- 3.1.4.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by the institution itself;
- 3.1.4.2 Records held by the institution pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

The institution may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to the institution.

PART IV

4 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the institution to refuse a request for information relates to the -

- 4.1 mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 4.2 mandatory protection of the commercial information of a third party, if the record contains -
 - 4.2.1 trade secrets of that third party;
 - 4.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 4.2.3 information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 4.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 4.4 mandatory protection of the safety of individuals and the protection of property;
- 4.5 mandatory protection of records which would be regarded as privileged in legal proceedings;

- 4.6 the commercial activities of the institution, which may include –
- 4.6.1 trade secrets of the institution;
 - 4.6.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution;
 - 4.6.3 information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition;
 - 4.6.4 a computer program which is owned by the institution, and which is protected by copyright.
- 4.7 the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

5 REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION

5.1 INTERNAL REMEDIES

The institutions do not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

5.2 EXTERNAL REMEDIES

A requestor that is dissatisfied with an Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

6 REQUEST PROCEDURE

- 6.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 6.2 The requester must complete the prescribed form enclosed herewith in **Appendix 1**, and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as stated in 3.1 above.
- 6.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify –

- 6.3.1 The record or records requested;
- 6.3.2 The identity of the requester,
- 6.3.3 Which form of access is required, if the request is granted;
- 6.3.4 The postal address or fax number of the requester.
- 6.4 The requester must state the he requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 6.5 The institution will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
- 6.6 The requester shall be informed in writing whether access has been granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 6.7 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 6.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 6.9 The requester must pay the prescribed fee, before any further processing can take place.

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- 7.1 Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.
- 7.2 A requester is any person making a request for access to a record of the institution. There are two types of requesters:

7.2.1 PERSONAL REQUESTER

- 7.2.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.
- 7.2.1.2 The institution will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

7.2.2 OTHER REQUESTER

- 7.2.2.1 This requester (other than a personal requester) is entitled to request access to information on third parties. However, the institution is not

obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

8 FEES

- 8.1 The Act provides for two types of fees, namely:
- 8.1.1 A request fee, which will be a standard fee; and
- 8.1.2 An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- 8.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the Access fee which would be payable if the request is granted.
- 8.4 The Information Officer shall withhold a record until the requester has paid the fees as indicated in **Appendix 2**.
- 8.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 8.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

9 DECISION

- 9.1 The institution will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 9.2 The 30 day period with which the institution has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30 day period. The institution will notify the requester in writing should an extension be sought.

10 LIST OF APPLICABLE LEGISLATION:

- 10.1 A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation, is annexed hereto marked "**Appendix 3**".

11 AVAILABILITY OF THE MANUAL

- 11.1 This manual is made available in terms of Regulation Number R. 187 of 15 February 2002.
- 11.2 The manual of the institution will also be available on the website of the institution.

APPENDIX – 1

PRESCRIBED FORM TO BE COMPLETED BY A REQUESTER

FORM B

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

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

(Regulation 4)

A. Particulars of private body

The Head:

B. Particulars of Person requesting access to the record

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

Full Name and Surname:

Identity Number:

Postal Address:

Telephone Number: _____

Fax Number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person of 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 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. Description of the Record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of the record:

E. Fees:

- (a) *A request for access to 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 of the request fee.*
- (c) *The **fee payable for access** to a record depends on the form in which the access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption of payment of the fee:

F. Form of Access to the 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 hereunder, 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) Your indication as to the required form of access depends 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.			
1. If the record is in written or printed form:			
	Copy of record **		Inspection of record
2. If the record consists of visual images:			
(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)			
	View the images	Copy of the images **	Transcription of the images*
3. If the record consists of recorded words or information which can be reproduced in sound:			
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack ** (written or printed document)

4. If the record is held on computer or in an electronic or machine-readable form:					
	Printed copy of record		Printed copy of information derived from the record *		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? A postal fee is payable.				YES	NO

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 requested record is required for the exercising or protection of the aforementioned right:

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 thereof 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

APPENDIX – 2

REPRODUCTION FEES

Where an institution has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERRED TO ABOVE ARE:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00

Request fees:

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the institution will further process the request received.

Access fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

The applicable access fees which will be payable are:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on	

a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00
• To search for a record that must be disclosed (- per hour or part of an hour reasonably required for such search.)	30,00
• Where a copy of a record needs to be posted the actual postal fee is payable.	

Deposits:

Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to $\frac{1}{3}$ (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

APPENDIX – 3**TABLE OF LEGISLATION**

A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation, is available from the Information Officer upon request, alternatively it can be found on the FirstRand website at www.firststrand.co.za

SPESCOM LIMITED GROUP

MANUAL

REQUIRED BY SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT,
2000 IN RESPECT OF SPESCOM LIMITED AND EACH OF ITS OPERATIONAL
SUBSIDIARIES INCORPORATED AND CARRYING ON BUSINESS IN THE REPUBLIC OF
SOUTH AFRICA

1 INTERPRETATION

In this Manual, except where the context clearly indicates a contrary intention -

- 1.1 a reference to the singular includes the plural and vice versa, a reference to any particular gender includes the other genders, and the word "person" includes a trust, a company, a close corporation and any other juristic person and a partnership and any other body of persons (whether corporate or unincorporate);
- 1.2 any word or expression to which a meaning has been assigned in the Act bears that meaning;
- 1.3 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;
- 1.4 the following expressions shall bear the meanings assigned to them hereunder:
- 1.4.1 "the Act" means the Promotion of Access to Information Act, 2000, as amended from time to time and including the regulations promulgated in terms of the Act;
- 1.4.2 "business day" means any day other than a Saturday, Sunday or official public holiday in the Republic of South Africa;
- 1.4.3 "the company" means Spescom Limited or its applicable subsidiary, as the context or circumstances may require;
- 1.4.4 "the formal procedure" means the formal procedure described in clause 4 hereof;
- 1.4.5 "the informal procedure" means the informal procedure described in clause 3 hereof;

- 1.4.6 "the information head" means the official of the company duly authorised from time to time by the head (as defined in section 1 of the Act) as contemplated in section 1 of the Act;
- 1.4.7 "personal requester" means a requester seeking access to a record containing personal information about the requester;
- 1.4.8 "record" means recorded information in the possession or under the control of the company;
- 1.4.9 "requester" means a requester as defined in section 1 of the Act.
- 1.4.10 "the request liaison officer" means the person appointed by the company from time to time to facilitate or assist the information head with any request in terms of the Act.

2 PURPOSE

- 2.1 The purpose of this Manual is to facilitate requests for access to records of the company.
- 2.2 This Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in the Act. Requesters are advised to familiarise themselves with the provisions of the Act before making any request to the company in terms of the Act.
- 2.3 Nothing stated in this Manual shall limit, or constitute a waiver of, any of the rights of the requester or of the company in terms of the Act.
- 2.4 The company makes no representation and gives no undertaking or warranty that the information in this Manual or any information provided by the company to a requester therefor is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk, and the company shall not be liable for any loss, expense, liability or claims, howsoever arising, resulting from any use of this Manual or of any information provided by the company or from any error therein.
- 2.5 All users irrevocably agree to submit exclusively to the law of the Republic of South Africa and to the exclusive jurisdiction of the courts of the Republic of South Africa in respect of any dispute arising out of the use of this Manual or of any information provided by the company.

3 INFORMAL PROCEDURE FOR REQUESTING RECORDS AUTOMATICALLY AVAILABLE.

- 3.1 Where the record to be requested -
- 3.1.1 relates to a single Spescom subsidiary, division or other business unit ("Spescom unit"); and

- 3.1.2 access thereto is likely to be given automatically without having to request access thereto in terms of the Act,

then, so as to avoid unnecessary delay and in the interests of efficiency, the requester should preferably make his or her request directly to the Spescom unit concerned.

- 3.2 A request described in 3.1 above should preferably be made in the first instance to the Spescom official or employee at the Spescom unit concerned who, reasonably considered, is likely to be the most appropriate source of the record concerned, and likely to be authorised to discuss the subject matter thereof and to grant or arrange the grant of access thereto. Such official or employee will either -

- 3.2.1 refuse to grant access to that record; or

- 3.2.2 refer the request to higher authority; or

- 3.2.3 grant or arrange the grant of access thereto if, upon a consideration of all applicable facts and circumstances, it is appropriate to do so and, if appropriate, subject to such conditions as the company may impose.

- 3.3 Should a requester be dissatisfied with the outcome of his or her request referred to in 3.2 above, then he or she should preferably repeat the request to a Spescom official or employee at the same Spescom unit who is more senior to the Spescom official or employee referred to in 3.2 above and who, reasonably considered, is likely to be the most appropriate person to consider the request and be authorised to discuss the subject thereof and grant or arrange the grant of access thereto.

- 3.4 Should the record concerned not satisfy the criteria set out in 3.1 above or should a requester be dissatisfied with the outcome of his or her request referred to in 3.3 above, then a request for access thereto may be made to the request liaison officer in accordance with 4.3 below.

3.5 **Categories of records available without having to request access in terms of the Act**

- 3.5.1 The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in 4.3 below:

- 3.5.1.1 personnel records are available to the employee whose file it is;

- 3.5.1.2 records of disciplinary hearings and related matters are available to the employee subject thereto;

- 3.5.1.3 the company's policies and procedures manuals including but not limited to the Rules of the Spescom Pension and Retirement Funds and the Rules of the Spescom Share Trust.

- 3.5.2 The following records are automatically available to the general public and all employees and need not be requested in accordance with the procedure outlined in 4.3 below:

- 3.5.2.1 the company's Memorandum and Articles of Association;

- 3.5.2.2 public relations brochures and publications;
- 3.5.2.3 media releases;
- 3.5.2.4 the company's employment equity and skills development plan;

3.6 **Informal Procedure Contact Details**

3.6.1 For the purposes of the informal procedure, the postal address and phone number of Spescom Limited and its subsidiaries are as follows:

- 3.6.1.1 Spescom Limited ; P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.2 Spescom DataVoice (Pty) Ltd: P O Box 582, Stellenbosch, 7599
DataVoice House, 16 Electron
Street, Technopark, 7600,
Stellenbosch
(telephone) (021) 888 2000
- 3.6.1.3. Spescom Datafusion (Pty) Ltd: P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.4. Spescom MeasureGraph (Pty) Ltd: P O Box 288, Halfway House,
1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.5. Spescom Telecommunications
(Pty) Ltd: P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.6 Analysis, Management &
Systems (Pty) Ltd: P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500

- 3.6.1.7. Spescom Systems (Pty) Ltd: P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.8. Spescom Special Resources
(Pty) Ltd P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500
- 3.6.1.9. Spescom Properties (Pty) Ltd: P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave &
2nd Road, Halfway House, Midrand,
1685
(telephone) (011) 266 1500

4 **FORMAL PROCEDURE FOR REQUESTING RECORDS NOT AUTOMATICALLY AVAILABLE**

- 4.1 The following records are not, save for 3.5.1 above, automatically available without a request therefor in terms of the Act:

4.1.1 **Personnel Records**

These include the following:

- personnel information, employment histories and health records;
- personal records provided to the company by its personnel;
- records which a third party has provided to the company about any of its personnel;
- training and development;
- conditions of employment and other personnel-related contractual and legal records;
- rules of the Spescom Pension and Retirement Funds;
- internal evaluation records; and
- other internal records and correspondence.

4.1.2 **Customer-related Records**

These include the following:

- records which customers have provided to a third party acting for and on behalf of the company;
- records a third party has provided to the company; and
- records generated by or within the company pertaining to customers, including transactional records.

4.1.3 **Supplier-related Records**

These include the following:

- records which customers have provided to a third party acting for and on behalf of the company;
- records a third party has provided to the company; and
- records generated by or within the company pertaining to suppliers, including transactional records.

4.1.4 **Company Records**

These include:

- financial records, including but not limited to notarial bonds and loans;
- operational records;
- project management, including building plans and plant;
- functions and catering;
- databases;
- patents, registered designs and trademarks;
- technological know-how;
- information technology;
- intranet content and records;
- product records;
- marketing records;
- internal correspondence;
- company secretarial records;
- statutory records;
- statutory compliance records;
- internal policies and procedures;
- treasury-related records;
- insurance policies;
- securities and equities; and
- records held by officials of the company.

4.1.5 **Other Parties**

Records held by the company relating to other parties, including financial records, correspondence, contractual records, records provided by other parties and records third parties have provided about the company's contractors and suppliers in respect of contractors, suppliers, subsidiary or fellow subsidiary companies, joint venture partners and service providers.

4.2 **Contact Details for Formal Procedure**

4.2.1 The postal and street address, phone and telefax numbers and electronic mail addresses of the information head are as follows:

Ms. Barbara Kruger
P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave & 2nd Road,
Halfway House, 1685, Midrand
Telephone (011) 266 1701
Email: bkruger@spescom.com

- 4.2.2 The postal and street address, phone and telefax nos. and electronic mail addresses of the request liaison officer are as follows:

Mr. Andrew Johnston
P O Box 288, Halfway House, 1685
Spescom Park, Cnr. Alexandra Ave & 2nd Road
Halfway House, 1685, Midrand
Telephone (011) 266 1703
Email: ajohnston@spescom.com

4.3 **Procedure for Requesting a Record not Automatically Available**

- 4.3.1 A request for a record must be made on Form C (Request for Access to Record of Private Body) set out in annexure "B" to Government Notice No. R.187 dated 15 February 2002 ("the request form"). On request, the liaison officer will telefax a copy thereof to a prospective requester for this purpose.
- 4.3.2 The requester must provide sufficient detail on the request form to enable the information head to identify the record and the requester, must also indicate which form of access to the record is required, should also indicate if he or she wishes to be informed of the decision on the request in any other manner (and if so, state that manner and the necessary particulars to be informed), must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right, and otherwise complete the request form. If a request is made on behalf of another person, the requester must submit proof of the capacity in which he or she is making the request to the satisfaction of the information head.
- 4.3.3 The requester must submit the prescribed form to the request liaison officer at the address, telefax no. or electronic mail address set out in 4.2.2 above.
- 4.3.4 The following request fees are payable by every requester, other than a personal requester, before the request will be further processed:
- 4.3.4.1 R50,00 (fifty Rand); and
- 4.3.4.2 if the information head is of the opinion that six hours will be exceeded to search, prepare and/or reproduce the record requested, a deposit is payable equal to one third of the access fee which would be payable if the request is granted.
- 4.3.5 The information head shall, as soon as is reasonably possible, but in any event within thirty days after a proper request has been received, decide whether or not to grant the request and notify the requester thereof.
- 4.3.6 If the request for access is granted, the notice referred to in 4.3.5 above will state the access fee to be paid upon access to the record, and the form in which such access shall be given.
- 4.3.7 After access is granted, actual access to the record requested will be given as soon as reasonably possible.

- 4.3.8 If the request for access is refused, the information head will provide adequate reasons for the refusal and the requester may apply to court for appropriate relief.
- 4.3.9 The attention of requesters is drawn to the following:
- 4.3.9.1 in certain circumstances the information head is entitled to extend the period of thirty days referred to in 4.3.5 above in terms of the Act;
- 4.3.9.2 in certain circumstances the information head is obliged to notify a third party of a request for a record to whom or which that record relates, and of the rights of such third party to dispute the decision of the information head;
- 4.3.9.3 in certain circumstances the information head is obliged to refuse a request for access to certain records in terms of the Act;
- 4.3.9.4 in certain circumstances the information head has a discretion to refuse a request for access to a record in terms of the Act;
- 4.3.9.5 the rights of a requester to lodge an internal appeal against certain decisions of the information head and to apply to court for appropriate relief in respect thereof.

5 **RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS CONTEMPLATED IN SECTION 51(1)(d) OF THE ACT**

The following records are not automatically available without a request in terms of the Act:

Records are kept in accordance with the following legislation: Income Tax Act, 1962, Value-Added Tax Act, 1991, Compensation for Occupational Injuries and Diseases Act, 1993, Unemployment Insurance Act, 2001, Labour Relations Act, 1995, Basic Conditions of Employment Act, 1997, Employment Equity Act, 1998 and Skills Development Act, 1998.

6 **AVAILABILITY OF THIS MANUAL**

This Manual is available for public inspection during office hours at the registered office of the company (i.e. Spescom Park, Cnr. Alexandra Ave & 2nd Road, Halfway House, Midrand) by prior arrangement with the information head or the request liaison officer.

7 **HUMAN RIGHTS COMMISSION ASSISTANCE GUIDE**

- 7.1 The Human Rights Commission, whose offices are presently located in Johannesburg, is obliged to compile a guide in terms of section 10 of the Act on how to use the Act and containing information reasonably required by persons wishing to exercise their rights in terms of the Act.
- 7.2 This guide shall be available from the Human Rights Commission.

8 **FEES**

- 8.1 The fee to obtain a copy of this Manual is R1,10 for every photocopy of an A4-size page or part thereof.
- 8.2 The request fee payable by every requester (other than a personal requester) in terms of the formal procedure is R50,00 (fifty Rand).
- 8.3 The access fees for reproduction payable by every requester, are as follows:
- | | Rand |
|---|----------------------|
| (a) For every photocopy of an A4-size page or part thereof | 1,10 |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | 0,75 |
| (c) For a copy in a computer-readable form on - | |
| (i) stiffy disc | 7,50 |
| (ii) compact disc | Rand
70,00 |
| (d) (I) For a transcription of visual images, for an A4-size page or part thereof | 40,00 |
| (ii) For a copy of visual images | 60,00 |
| (e) (I) For a transcription of an audio record, for an A4-size page or part thereof | 20,00 |
| (ii) For a copy of an audio record | 30,00 |
| (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. | |
- 8.4 The actual postage is payable when a copy of a record must be posted to a requester.
- 8.5 The above fees are exclusive of value-added tax, which shall in addition be paid by the requester.

TIGER BRANDS MEDICAL SCHEME ("the Scheme")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE SCHEME

The **Tiger Brands Medical Scheme** is a medical scheme as defined in the Medical Schemes Act 131 of 1998. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Scheme:	Susan Ada Oberholzer
2.	The Registration Number of the Scheme is:	1544
3.	The registered address of the Scheme is:	15 Tambach Road, Sunninghill Park, Sandton, 2128
4.	The postal address of the Scheme is:	P O Box 1411, Rivonia, 2128
5.	The contact telephone number for the Scheme is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Scheme is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Scheme is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE MEDICAL SCHEMES ACT 131 OF 1998

- (a) The following records of the Scheme are available on demand by a **member** of the Scheme:
- (i) the registered rules of the Scheme (including amendments);
 - (ii) the latest audited annual financial statements, returns, Trustees reports and auditors report of the Scheme; and
 - (iii) the management accounts in respect of the Scheme and all of its benefit options.

The fee for such access, as set out in the rules of the Scheme, is R5.00 per copy.

- (b) The documents referred to in C(a) above are available for inspection at the registered address of the Scheme (see A3 above) at no charge.
- (c) Note – in terms of section 41(3) of the Medical Schemes Act, **any person** (upon payment of prescribed fees) may inspect at the office of the Registrar of Medical Schemes any document referred to in C(a) above and make an extract thereof, or obtain from the Registrar of Medical Schemes a copy thereof or extract therefrom. The Registrar of Medical Schemes may be contacted at:

Address: **1267 Pretorius Street, Hadevelds Block E, Pretoria**
Telephone: **(012) 431-0500**
Facsimile: **(012) 430-7644**
Website: <http://www.medicalschemes.com>

D. DESCRIPTION OF RECORDS HELD BY THE SCHEME

CLAIMS

- Original hand cheque or list of transfers submitted to ACB and ACB rejection reports
- Recent paper claims / copy of paper claim submitted
- Electronic claims submitted (EDI, hospital or pharmaceutical)
- Receipt date of claims

- Supplier claim information (history, practice numbers, contact details, banking details, financial account information, payment information, copy of claims remittance advice)
- Member claim information (history, banking details, if applicable, financial account information, payment information, copy of claims remittance advice)
- Age analysis of claims paid
- Board of Healthcare Funders (BHF) and South African Medical Association (SAMA) benchmark tariffs associated with claims, where applicable.
- Nappi codes associated with medicine and theatre claims
- Reason for rejection of claims
- Audit trails
- Member chronic medication information
- Script details
- Correspondence with members
- Details of ex-gratia cases
- Extended benefit calculations
- Statistical information of claims paid per medical discipline and BHF tariff code.
- Income tax information for members regarding their claims
- Call centre reports

MEMBER DATA

- Copy of membership application forms (including for additional dependants)
- Copies of confirmation of acceptance of members
- Details of applicable benefit options
- Details of previous medical scheme membership
- Details of any waiting periods and late joiner penalties imposed
- Main member personal details
- Dependant personal details
- Employer information including banking details, if applicable
- Correspondence with members

CONTRIBUTIONS

- Copies of statements
- Record of invoices
- Remittance advices
- Details of payments received (including debit order information)
- Deposit slips relating to payments received

- Age-analysis of debt owing
- Copies of debt collection letters sent to members
- Audit trails
- Reconciliations of accounts, where applicable
- Contribution tables – current and historical
- Income tax information for members, if applicable

CONTRACTS

- All contracts with third party service providers such as administrators, managed care organisations and auditors.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- Investment policy document
- General ledgers
- Journals
- Trial Balances
- Monthly management accounts
- Annual Financial statements
- Year end files with lead schedules
- Budgets
- Statutory returns to the Council of Medical Schemes
- Bank statements of Scheme bank accounts and paid cheques
- Deposit slips (where applicable)
- Details and supporting documentation relating to the Scheme's investments

GENERAL RECORDS

- Copies of registered rules and amendments
- Certificate of Registration
- Trustees Resolutions
- Trustee Register
- Minute book and agenda packs for meetings of Trustees, Audit Committee and Sub-Committees, where applicable
- Copies of communication sent to members of the Scheme in respect of specific events e.g. AGM notices, changes to the benefit structure, increase in contributions etc.
- Correspondence to the Trustees in respect of Scheme matters.

- Confirmation as to appointment or resignation of Principal Officer, Trustees and auditors.
- Copies of complaints lodged with the office of the Registrar of Medical Schemes.
- Record of disputes
- Communication with the Registrar of Medical Schemes.
- Professional indemnity and fidelity guarantee insurance details
- Record of safe custody of documents of title.
- Membership brochures
- Participating employers details

E. REQUEST PROCEDURES: INFORMATION TO FACILITATE A REQUEST FOR ACCESS TO SCHEME RECORDS

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Scheme is a separate legal entity from the employers that participate in the Scheme as well as from the Scheme's administrators, auditors, consultants and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Scheme to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Scheme.

- The head of the Scheme must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Scheme will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Scheme's manual is available for inspection free of charge at the registered address of the Scheme (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS MEDICAL SCHEME

PAIA:
TBMS/mct
(02/08/2002)

ICS PENSION FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **ICS Pension Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/2618/2
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

**The South African Human Rights Commission
PAIA UNIT**

The Research and Development Department

Address: **Private Bag 2700, Houghton 2041**

Telephone: **(011) 484-8300**

Facsimile: **(011) 484-0582**

E-mail: **Paia@sahrc.org.za**

Website: **<http://www.sahrc.org.za>**

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 OF 1956

- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.
- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: **466 Rigel Avenue, Pretoria**
Telephone: **(012) 428-8000**
Facsimile: **(012) 347-0221**
Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND**GENERAL RECORDS**

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details
- Valuation Certificate

MEMBER RECORDS

- Membership details
- Contribution records
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Housing loan records
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque / EFT payment references, in relation to all withdrawals (exits, retirements, deaths and disabilities)
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation
- Disability claimant records and supporting documentation

CONTRACTS

- Insurance Policy documents relating to death and disability benefits.
- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.
- Contracts for outsourcing of pensioner liabilities.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements
- Bank Statements of Fund bank accounts
- Statutory Valuation Reports
- Returns for FSB Levies and Retirement Fund Tax

**E. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.

- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

ICS PENSION FUND

PAIA:
ICSPF1/mct
(31/07/2002)

TIGER BRANDS WORKERS PROVIDENT FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **Tiger Brands Workers Provident Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/21212/1
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956
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- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.

- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: **466 Rigel Avenue, Pretoria**

Telephone: **(012) 428-8000**

Facsimile: **(012) 347-0221**

Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND

GENERAL RECORDS

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees and Sub-Committees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details
- Records relating to the Fund's self-insurance arrangements

MEMBER RECORDS

- Membership details
- Contribution records
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Housing loan records
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all withdrawals (exits, retirements, deaths and disabilities)
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation
- Disability claimant records and supporting documentation

CONTRACTS

- Insurance Policy documents relating to disability, funeral and stated benefits.
- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.
- Insurance policy document relating to Fidelity Insurance.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements
- Annual Financial Reviews
- Bank Statements of Fund bank accounts
- Returns for FSB Levies and Retirement Fund Tax

**E. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.

- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS WORKERS PROVIDENT FUND (TBWPF)

PAIA:
TBWPF/mct
(02/08/2002)

TIGER BRANDS MANAGEMENT PROVIDENT FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **Tiger Brands Management Provident Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/29064
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956

- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
- (c) Note -- in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: **466 Rigel Avenue, Pretoria**

Telephone: **(012) 428-8000**

Facsimile: **(012) 347-0221**

Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND

GENERAL RECORDS

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details

MEMBER RECORDS

- Membership details
- Contribution records
- Member Investment Choice records, including option and switch forms
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Housing loan records
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all withdrawals (exits, retirements, deaths and disabilities)
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation
- Disability claimant records and supporting documentation

CONTRACTS

- Insurance Policy documents relating to death, disability and funeral benefits.
- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements
- Bank Statements of Fund bank accounts
- Returns for FBS Levies and Retirement Fund Tax

**E. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any)

- before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F.. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS MANAGEMENT PROVIDENT FUND (TBMPF)

PAIA:
TBMPF/mct
(02/08/2002)

TIGER BRANDS DEFINED BENEFIT PENSION FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 ("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **Tiger Brands Defined Benefit Pension Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/751
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: **Private Bag 2700, Houghton 2041**

Telephone: **(011) 484-8300**

Facsimile: **(011) 484-0582**

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956
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- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.

- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: 466 Rigel Avenue, Pretoria

Telephone: (012) 428-8000

Facsimile: (012) 347-0221

Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND**GENERAL RECORDS**

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details
- Valuation Certificate

MEMBER RECORDS

- Membership details
- Contribution records
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Housing loan records
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all withdrawals (exits, retirements, deaths and disabilities)
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation
- Disability claimant records and supporting documentation

CONTRACTS

- Insurance Policy documents relating to death, disability and funeral benefits
- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.
- Contracts for outsourcing of pensioner liabilities

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements
- Bank Statements of Fund bank accounts
- Statutory Valuation Reports
- Returns for FSB Levies and Retirement Fund Tax

**E. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any)

before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.

- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS DEFINED BENEFIT PENSION FUND (TBDBPF)

PAIA:
ICSPF1/mct
(02/08/2002)

TIGER BRANDS DEFINED CONTRIBUTION PENSION FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 ("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **Tiger Brands Defined Contribution Pension Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/35243
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	<i>sandy.oberholzer@tigerbrands.com</i>

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003.

Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956

- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: **466 Rigel Avenue, Pretoria**
Telephone: **(012) 428-8000**
Facsimile: **(012) 347-0221**
Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND**GENERAL RECORDS**

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details

MEMBER RECORDS

- Membership details
- Contribution records
- Member Investment Choice records, including option and switch forms
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Housing loan records
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all withdrawals (exits, retirements, deaths and disabilities)
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation
- Disability claimant records and supporting documentation

CONTRACTS

- Insurance Policy documents relating to death, disability and funeral benefits.
- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements
- Bank Statements of Fund bank accounts
- Returns for FSB Levies and Retirement Fund Tax

**E. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee

- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS DEFINED CONTRIBUTION PENSION FUND (TBDCPF)

PAIA:
TBDCPF/mct
(02/08/2002)

TIGER BRANDS DEFCOMP B RETIREMENT FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 ("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The **Tiger Brands Defcomp B Retirement Fund** is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/19859
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	Sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956
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- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.

- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: 466 Rigel Avenue, Pretoria
Telephone: (012) 428-8000
Facsimile: (012) 347-0221
Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND**GENERAL RECORDS**

- Rules and Rule amendments
- FSB Certificate of Registration
- SARS Certificate of Approval
- Trustee Register
- Minute Book and agenda packs for meetings of Trustees
- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details

MEMBER RECORDS

- Membership details
- Contribution records
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all withdrawals (exits, retirements and deaths).
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation

CONTRACTS

- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators and consultants.

FINANCIAL RECORDS

- Investment statements
- Annual Financial Statements
- Returns for FSB Levies and Retirement Fund Tax

**D. REQUEST PROCEDURES: INFORMATION TO FACILITATE
A REQUEST FOR ACCESS TO FUND RECORDS**

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za

(under "regulations").

E. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS DEFCOMP B RETIREMENT FUND

PAIA:
TBDEFCOMP B/mct
(05/08/2002)

TIGER BRANDS PRDBS DEFINED BENEFIT PROVIDENT FUND ("the Fund")

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000 ("the Act") FOR ASSISTANCE IN REQUESTING INFORMATION FROM THE FUND

The Tiger Brands PRDBS Defined Benefit Provident Fund is a pension fund organisation as defined in the Pension Funds Act 24 of 1956. It is a private body as defined by the Act.

A. CONTACT DETAILS

1.	Head of the Fund:	Susan Ada Oberholzer
2.	The Financial Services Board PF Number of the Fund is:	12/8/36735
3.	The registered address of the Fund is:	85 Bute Lane, Sandown, Sandton 2196
4.	The postal address of the Fund is:	P O Box 78056, Sandton, 2156
5.	The contact telephone number for the Fund is:	Tel: (011) 320-0064
6.	The contact facsimile number for the Fund is:	Fax: (011) 884-6164
7.	The e-mail address of the Head of the Fund is:	sandy.oberholzer@tigerbrands.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will be available by no later than August 2003.

Please direct any queries to:

The South African Human Rights Commission

PAIA UNIT

The Research and Development Department

Address: Private Bag 2700, Houghton 2041

Telephone: (011) 484-8300

Facsimile: (011) 484-0582

E-mail: Paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

C. RECORDS AVAILABLE IN TERMS OF THE PENSION FUNDS ACT 24 of 1956

- (a) The following records of the Fund are available on demand by a member of the Fund:
- (i) the registered rules of the Fund (including amendments);
 - (ii) the last revenue account and the last balance sheet prepared in terms of section 15(1) of the Pension Funds Act, 1956.

The fee for such access, as set out in the Rules of the Fund, is an amount as may be determined by the Trustees from time to time.

- (b) The following records are available for inspection at the registered address of the Fund (see A3) above at no charge:
- (i) the documents referred to in C(a) above;
 - (ii) the last report (if any) by a valuator prepared in terms of section 16 of the Pension funds Act, 1956;
 - (iii) the last statement (if any) and report thereon prepared in terms of section 17 of the Pension Funds Act, 1956;
 - (iv) any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the Pension Funds Act, 1956.
- (c) Note – in terms of section 22 of the Pension Funds Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (a) and (b) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

Address: **466 Rigel Avenue, Pretoria**
Telephone: **(012) 428-8000**
Facsimile: **(012) 347-0221**
Website: <http://www.fsb.co.za>

D. DESCRIPTION OF RECORDS HELD BY THE FUND**GENERAL RECORDS**

- Rules and Rule amendments
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- Fidelity and Indemnity Certificate
- Fund booklets and brochures
- Member Newsletters and communication
- Pension Fund Adjudicator Complaints lodged against the Fund
- Participating Employer details

MEMBER RECORDS

- Membership details
- Contribution records
- Member Benefit Statements
- Data relating to calculations of members' fund values
- Tax applications, directives and certificates (where applicable)
- S14 Transfers, including all applicable documentation such as S14 applications, certificates, calculations and option forms, where applicable.
- Claims records, including notification forms, statements of value, payment instructions, copies of cheque /EFT payment references, in relation to all retirements.
- Trustees' Resolutions relating to disposal of death benefits with supporting documentation

CONTRACTS

- Investment contracts and policies of insurance regarding investments
- Contracts with Service Providers such as administrators, consultants and auditors.

FINANCIAL RECORDS

- Cashbooks and reconciliations to Bank
- General ledgers
- Trial balances
- Annual Financial Statements

- Bank Statements of Fund bank accounts
- Returns for FSB Levies and Retirement Fund Tax

E. REQUEST PROCEDURES: INFORMATION TO FACILITATE A REQUEST FOR ACCESS TO FUND RECORDS

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employers that participate in the Fund as well as from the Fund's administrators, auditors, consultants, actuaries and other advisors / service providers.
- The request must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should indicate what form of access is required. The requester should also indicate if any other manner, than a written reply, is to be used to inform the requester and state the necessary particulars to be so informed.
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- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request. The requester may lodge an application to court against the tender or payment of the request fee.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.

- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The forms and fee structure are available on the following websites:

South African Human Rights Commission www.sahrc.org.za

or

Department of Justice and Constitutional Development www.doj.gov.za
(under "regulations").

F. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

TIGER BRANDS PRDBS DEFINED BENEFIT PROVIDENT FUND

PAIA:
PRDBS/mct
(02/08/2002)

OLD MUTUAL ASSET MANAGERS (SOUTH AFRICA) PTY LTD

CATEGORIES OF RECORDS AND SUBJECTS ON WHICH RECORDS ARE HELD:

Products and Services –	
▪ Long-term insurance products	▪ Retirement Funds
▪ Unit trust administration records	▪ Money transfer services
▪ Investment products for groups and retirement funds	▪ Investment mandates
▪ Investment research reports	▪ Stock broker reports
Company Records -	
▪ Finance	▪ Distribution
▪ Client care	▪ Marketing
▪ Product management	▪ Information technology
▪ All records kept in terms of the Company Laws of South Africa	▪ Human resources
Subjects on whom records are held -	
▪ Board members	▪ Advisers
▪ Directors	▪ Clients
▪ Employees	▪ Banking institutions
▪ Officials	▪ External companies / contractors
▪ Consultants	▪ Investors
▪ Third Parties	
Which records are held i.r.o. the abovementioned subjects?	
▪ Confidential	▪ Scientific
▪ Personal	▪ Research
▪ Commercial	▪ Operational
▪ Financial	▪ Trade
▪ Group/company incorporation	▪ Business
▪ Group/company financial	▪ Internal group/company divisions
▪ Group/company departments	▪ Group/company structure
▪ Strategy	▪ Operational
▪ Contractor	▪ Policyholder
▪ Investor	▪ External companies
▪ Subsidiary companies	▪ Directors
▪ Adviser	▪ Employee
▪ Consultant	▪ Banking institutions
▪ Information technology	▪ Official/legal
▪ Client	▪ Policy documents
▪ Product and services	▪ Investment Mandates
▪ Contracts	

Records are held in terms of South African legislation which includes but is not limited to the following:	
▪ Long Term Insurance Act, 52 of 1998	▪ Employment Equity Act, 55 of 1998
▪ Pension Funds Act, 24 of 1956	▪ Prevention of Organised Crime Act, 121 of 1998
▪ Unit Trust Control Act, 54 of 1981	▪ Financial Intelligence Centre Act, 38 of 2001
▪ Inspection of Financial Institutions Act, 80 of 1998	▪ Financial Markets Control Act, 55 of 1998
▪ Stock Exchanges Control Act, 1 of 1985	▪ Insider Trading Act, 135 of 1998
▪ Labour Relations Act, 66 of 1995	▪ Income Tax Act, 58 of 1962
▪ Tax on Retirement Funds Act, 38 of 1996	▪ Value Added Tax Act, 89 of 1991
▪ Basic Conditions of Employment Act, 75 of 1997	▪ Unemployment Insurance Act, 30 of 1996

NOTICE IN TERMS OF SECTION 52 (2) OF THE ACT: VOLUNTARY DISCLOSURE AND AUTOMATIC AVAILABILITY IF CERTAIN RECORDS

No notice in terms of section 52 (2) of the Act has been published. Certain records are available on OMAM's website www.OMAM.com

PROCEDURE TO BE FOLLOWED TO REQUEST ACCESS TO THE RECORDS:

- Requestors are to complete the prescribed form FORM C as contained in the Regulations to the Act.
- The completed application form may be **posted** or **faxed** to the Information Officer Old Mutual Asset Managers at the address below
- The Information Officer will process your request and inform the requestor of the fees (if any) he/she has to pay and of the further steps that will follow in the processing of the request.
- *Note: Access to certain records may be denied on the grounds set out in the Promotion of Access to Information Act, No 2 of 2000.*

**THE CHIEF INFORMATION OFFICER
OLD MUTUAL ASSET MANAGERS (SA) PTY LTD
PO BOX 878
CAPE TOWN
8000**

Tel No. (+ 27 21) 509 5022
Fax No. (+ 27 21) 509 5025

THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE (SECTION 10 OF THE ACT):

The Human Rights Commission must compile a guide containing such information as may reasonably be required by any person who wishes to exercise any right contemplated in the Act. The South African Human Rights Commission may be contacted at the following address:

Private Bag 2700
HOUGHTON
2041
Tel: (+27 11) 484 8300
Fax: (+27 21) 484 0582
Web: www.sahrc.org.za

COMAIR LTD

A. CONTENTS

Introduction to Comair

1. Contact details of head
2. The Guide
3. Records available in terms of other legislation
4. Access to records held by Comair
 - (i) Subjects and categories of records held by Comair
 - (ii) The request procedures
5. Availability of the manual
6. Prescribed fees and forms for private bodies

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**Introduction to Comair**

Comair is a public company listed on the JSE Securities Exchange, South Africa, operating scheduled and non-scheduled air services within South Africa and to various other regional destinations. Comair employs approximately 1130 employees.

Mr Sean Miller has been duly appointed by the head of Comair, to act as the person to whom requests for access to information must be made in terms of the Act.

1. Contact details of head

Mr Sean Miller

Internal auditor of Comair

Postal address : Comair Ltd
P O Box 7015
Bonaero Park
1622
South Africa

Physical address : 1 Marignane Drive
Cnr Atlas Road
Bonaero Park
1619
South Africa

Telephone : +27 11 921 0274

Facsimile : +27 11 395 2546

e-mail : millersp@comair.co.za

2. The Guide

The Guide will, according to the South African Human Rights Commission, be available by not later than August 2003. 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

Facsimile : +27 11 484 0582

Website : www.sahrc.org.za

E-mail : PAIA@sahrc.org.za

3. Records available in terms of other legislation

3.1 Companies Act 61 of 1973

- 3.1.1 All documents of incorporation of Comair are lodged at the offices of the Registrar of Companies, and may be inspected there. These documents include the memorandum and articles of association of Comair, as well as the relevant company forms.
- 3.1.2 The register of members of Comair is open for inspection by any person at the registered office of Comair's transfer secretaries, currently Compushare. Records kept in regard to a register of transfers (of members), pledges and bonds are available for inspection at the registered office of Comair.
- 3.1.3 Special resolutions are lodged with the Registrar of Companies, and are therefore available for inspection there.
- 3.1.4 A register of the directors' and officials' interests in contracts entered into by Comair is kept at the registered office of Comair, and is available for inspection.

- 3.1.5 Copies of the annual financial statements of Comair are available for inspection at the offices of the Registrar of Companies.
- 3.2 **Pension Funds Act 24 of 1956** – The rules of the fund utilised by Comair, as well as the last revenue account and balance sheet of the fund, are available for inspection at the offices of the Registrar of Pension Funds.
- 3.3 **Employment Equity Act 55 of 1998** – As a designated employer, Comair is required to publish a summary of its employment equity report, in Comair's annual financial report. A copy of the employment equity report has been lodged at the Department of Labour.

4. Access to records held by Comair

(i) Subjects and categories of records held by Comair

Note: This section of the Manual sets out the subject and categories of records held by Comair. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under the Act. In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.

4.1 Incorporation documents

- 4.1.1 The memorandum and articles of association of Comair.
- 4.1.2 The incorporation forms of Comair.

4.2 Constitution of Comair

- 4.2.1 The share register of Comair.
- 4.2.2 Shareholders' agreements of Comair.
- 4.2.3 Minutes of general meetings of the shareholders of Comair.
- 4.2.4 Register or list of directors of Comair.
- 4.2.5 Minute books and internal resolutions of Comair.
- 4.2.6 Power of attorney agreements, and a list of persons authorised to bind Comair.

4.2.7 Statutory registers of Comair, including a register of bonds and pledges, and a register of directors' interests in contracts.

4.3 Financial records of Comair

4.3.1 Accounting records, books and documents of Comair.

4.3.2 Interim and annual financial reports of Comair.

4.3.3 Details of auditors of Comair, namely Fisher Hoffman PKF.

4.3.4 External auditors' reports in respect of audits conducted on Comair.

4.3.5 Details of actuaries of the pension scheme utilised by Comair.

4.3.6 Tax returns of Comair.

4.3.7 Other documents and agreements relating to taxation.

4.3.8 Other financial records of Comair.

4.4 Banking details of Comair

4.4.1 Indebtedness to bankers.

4.4.2 Bank facilities and accounts details.

4.4.3 Bank statements.

4.4.4 Debt securities issued by Comair.

4.4.5 Guarantees given by, or in respect of, Comair.

4.4.6 Agreements with various credit card companies.

4.4.7 Other financial commitments of Comair.

4.4.8 Other banking records of Comair.

4.5 Human resources / employment records

4.5.1 List of employees.

-
- 4.5.2 Contracts of employment with directors, officers and employees of Comair.
 - 4.5.3 Expenditure or reimbursement agreements with directors of Comair.
 - 4.5.4 Documents relating to employee benefits.
 - 4.5.5 Compensation or redundancy payments.
 - 4.5.6 Documents and information in respect of the Comair share incentive trust.
 - 4.5.7 Personnel files.
 - 4.5.8 Collective agreements with trade unions.
 - 4.5.9 Recognition agreements with trade unions.
 - 4.5.10 Employment equity plan of Comair.
 - 4.5.11 Procedural agreements and policies of Comair.
 - 4.5.12 Disciplinary records and documentation pertaining to disciplinary proceedings.
 - 4.5.13 Training manuals.
 - 4.5.14 Other information relating to employees of Comair.
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 - 4.6.2 Aircraft purchase agreements.
 - 4.6.3 Aircraft finance agreements.
 - 4.6.4 Aircraft lease agreements.
 - 4.6.5 Aircraft maintenance agreements.
 - 4.6.6 Code share agreements.

- 4.6.7 Wet lease agreements.
- 4.6.8 Agreements with travel agents.
- 4.6.9 Agreements with corporate clients.
- 4.6.10 General sales agency agreements.
- 4.6.11 Interlining agreements.
- 4.6.12 Standard ground handling agreements.
- 4.6.13 General conditions of carriage for passengers and baggage.
- 4.6.14 Fuel supply agreements.
- 4.7 **Intellectual Property**
 - 4.7.1 Trade-marks, patents, copyrights, designs held by Comair.
 - 4.7.2 Licences relating to intellectual property rights.
 - 4.7.3 Other agreements relating to intellectual property rights.
- 4.8 **Permits**
 - 4.8.1 Licences, material permits, consents, approvals, authorisations and certificates.
 - 4.8.2 Applications for permits, licences etc.
 - 4.8.3 Registrations and declarations of permits.
- 4.9 **Insurance records**
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 - 4.9.2 Other insurance policies taken out for the benefit of Comair and its employees.
- 4.10 **Immovable and movable property**
 - 4.10.1 Title deeds of land owned by Comair.

- 4.10.2 Agreements for the lease or sale of land and/or other immovable property by Comair.
- 4.10.3 Agreements for the lease or sale of movable property by Comair.
- 4.10.4 Mortgage bonds, liens, notarial bonds or security interests on property.
- 4.10.5 Other agreements for the purchase, ordinary sale, conditional sale, or hire of assets.
- 4.11 **Information technology**
 - 4.11.1 Licence and distribution agreement in respect of computer reservation systems.
 - 4.11.2 Computer software support and maintenance agreements.
 - 4.11.3 Web site development, support and maintenance agreements.
 - 4.11.4 Computer software licence agreements.
 - 4.11.5 Agreements in respect of computer hardware used by Comair.
 - 4.11.6 Agreements with Internet Service Providers, and other telecommunications entities.
 - 4.11.7 Leased line agreements.
 - 4.11.8 Other documentation pertaining to computer systems and computer programs held by Comair.
 - 4.11.9 Individual contracts in respect of usage of cellular telephones.
 - 4.11.10 SITA agreements.
- 4.12 **Miscellaneous agreements of Comair**
 - 4.12.1 Structured finance agreements.
 - 4.12.2 Loans from third parties (including banks).
 - 4.12.3 Suretyship agreements.

- 4.12.4 Security agreements, guarantees and indemnities, including notarial bond agreements.
- 4.12.5 Agreements restricting the trading activities of Comair.
- 4.12.6 Agency, management and distribution agreements.
- 4.12.7 Marketing agreements.
- 4.12.8 Agreements in terms of which Comair is a member of a joint venture, consortium, partnership, incorporated or unincorporated association, and shareholders' agreements of another entity which Comair is a party to.
- 4.12.9 Agreements with suppliers of Comair.
- 4.12.10 Agreements with customers of Comair.
- 4.12.11 Confidentiality and/or non-disclosure agreements.
- 4.12.12 Any other agreements.
- 4.13 **Correspondence**
Correspondence of Comair, including internal and external memoranda.
- 4.14 **Information relating to legal proceedings**
Records relating to legal proceedings involving Comair.
- 4.15 **Environmental records**
 - 4.15.1 Environmental impact assessments and documents pertaining to studies conducted in this regard.
 - 4.15.2 Agreements pertaining to environmental issues.
 - 4.15.3 Policy of Comair regarding environmental issues.
- 4.16 **Research and scientific or technical information of Comair**
 - 4.16.1 Documentation pertaining to research conducted by Comair.
 - 4.16.2 Scientific and/or technical information in the possession of Comair.

4.17 Other information

Customer database in respect of passengers of Comair.

(ii) The request procedures

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of Comair. This request must be made to the address, fax number or electronic mail address of the head of Comair.
- The requester must provide sufficient detail on the request form to enable the head of Comair to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of Comair.

Fees:

- The head of Comair must notify the requester (other than a personal requester) by notice, requiring the requester to pay the fee of R50 before further processing the request. A personal requester does not pay such fee.
- The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- The head of Comair will then make a decision on the request and notify the requester in the required form.

- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that had exceeded the prescribed hours to search and prepare the record for disclosure.

5. Availability of the manual

The manual is available for inspection at the offices of Comair free of charge. Copies are also available with the SAHRC and in the Government Gazette.

6. Prescribed fees and forms in respect of private bodies

The prescribed forms and fees for requests to private bodies, are available on the website of the Department of Justice and Constitutional Development:

www.doi.gov.za

COMMUTER HANDLING SERVICES (PTY) LIMITED ("CHS")

A. CONTENTS

Introduction to CHS

1. Contact details of head
2. The Guide
3. Records available in terms of other legislation
4. Access to records held by CHS
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 - (ii) The request procedures
5. Availability of the manual
6. Prescribed fees and forms for private bodies

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL**Introduction to CHS**

CHS is a private company which is a wholly owned subsidiary of Comair Limited, a public company listed on the JSE Securities Exchange, South Africa. CHS carries out ground handling services for British Airways operated by Comair, and for Kulula.com, in Johannesburg, Cape Town, Durban and Port Elizabeth, and employs 271 employees.

Evan Linley has been designated to act as the person to whom requests for access to information must be made in terms of the Act.

1. Contact details of head

Mr Evan Linley
General Manager

Postal address : Private Bag 161
P O Johannesburg International Airport
1627
South Africa

Physical address : Commuter Handling Services
ACSA Contractors Gate (Off Jones Road)
Jet Park
Johannesburg International Airport
1627
South Africa

Telephone : (011) 397 - 6555

Facsimile : (011) 397 - 6605

e-mail : chsjiaa@iafrica.com

2. The Guide

The Guide will, according to the South African Human Rights Commission, be available by not later than August 2003. 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

Facsimile : +27 11 484 0582

Website : www.sahrc.org.za

E-mail : PAIA@sahrc.org.za

3. Records available in terms of other legislation

3.1 Companies Act 61 of 1973

- 3.1.1 All documents of incorporation of CHS are lodged at the offices of the Registrar of Companies, and may be inspected there. These documents include the memorandum and articles of association of CHS, as well as the relevant company forms.
- 3.1.2 The register of members of CHS is open for inspection by any person at the registered office of CHS. Records kept in regard to a register of transfers (of members), pledges and bonds are also available for inspection.
- 3.1.3 Special resolutions are lodged with the Registrar of Companies, and are therefore available for inspection there.
- 3.1.4 A register of the directors' and officials' interests in contracts entered into by CHS is kept at the registered office of CHS, and is available for inspection.

3.2 **Pension Funds Act 24 of 1956** – The rules of the fund utilised by CHS, as well as the last revenue account and balance sheet of the fund, are available for inspection at the offices of the Registrar of Pension Funds.

4. Access to records held by CHS

(i) Subjects and categories of records held by CHS

Note: This section of the Manual sets out the subject and categories of records held by CHS. The inclusion of any subject or category of records should not be taken as an indication that records falling within those subjects and/or categories will be made available under the Act. In particular, certain grounds of refusal as set out in the Act may be applicable to a request for such records.

4.1 Incorporation documents

4.1.1 The memorandum and articles of association of CHS.

4.1.2 The incorporation forms of CHS.

4.2 Constitution of CHS

4.2.1 The share register of CHS.

4.2.2 Minutes of general meetings of the shareholders of CHS.

4.2.3 Register or list of directors of CHS.

4.2.4 Minute books and internal resolutions of CHS.

4.2.5 Power of attorney agreements, and a list of persons authorised to bind CHS.

4.2.6 Statutory registers of CHS, including a register of bonds and pledges, and a register of directors' interests in contracts.

4.3 Financial records of CHS

4.3.1 Accounting records, books and documents of CHS.

4.3.2 Interim and annual financial reports of CHS.

- 4.3.3 Details of auditors of CHS, namely Harris Dowden and Fontaine.
- 4.3.4 External auditors' reports in respect of audits conducted on CHS.
- 4.3.5 Details of actuaries of the pension scheme utilised by CHS.
- 4.3.6 Tax returns of CHS.
- 4.3.7 Other documents and agreements relating to taxation.
- 4.3.8 Other financial records of CHS.
- 4.4 **Banking details of CHS**
 - 4.4.1 Indebtedness to bankers.
 - 4.4.2 Bank facilities and accounts details.
 - 4.4.3 Bank statements.
 - 4.4.4 Debt securities issued by CHS.
 - 4.4.5 Guarantees given by, or in respect of, CHS.
 - 4.4.6 Other financial commitments of CHS.
 - 4.4.7 Other banking records of CHS.
- 4.5 **Human resources / employment records**
 - 4.5.1 List of employees.
 - 4.5.2 Contracts of employment with directors, officers and employees of CHS.
 - 4.5.3 Documents relating to employee benefits.
 - 4.5.4 Compensation or redundancy payments.
 - 4.5.5 Personnel files.
 - 4.5.6 Collective agreements with trade unions.
 - 4.5.7 Employment equity plan of CHS.

- 4.5.8 Procedural agreements and policies of CHS.
- 4.5.9 Disciplinary records and documentation pertaining to disciplinary proceedings.
- 4.5.10 Training manuals.
- 4.5.11 Other information relating to employees of CHS.
- 4.6 **Intellectual Property**
 - 4.6.1 Trade-marks, patents, copyrights, designs held by CHS.
 - 4.6.2 Licences relating to intellectual property rights.
 - 4.6.3 Other agreements relating to intellectual property rights.
- 4.7 **Permits**
 - 4.7.1 Licences, material permits, consents, approvals, authorisations and certificates.
 - 4.7.2 Applications for permits, licences etc.
 - 4.7.3 Registrations and declarations of permits.
- 4.8 **Insurance records**

insurance policies taken out for the benefit of CHS and its employees.
- 4.9 **Immovable and movable property**
 - 4.9.1 Agreements for the lease or sale of land and/or other immovable property by CHS.
 - 4.9.2 Agreements for the lease or sale of movable property by CHS.
 - 4.9.3 Mortgage bonds, liens, notarial bonds or security interests on property.
 - 4.9.4 Credit sale agreements and/or hire purchase agreements.
 - 4.9.5 Other agreements for the purchase, ordinary sale, conditional sale, or hire of assets.

4.10 Information technology

4.10.1 Agreements relating to computer systems and computer programs.

4.10.2 Other documentation pertaining to computer systems and computer programs held by CHS.

4.11 Miscellaneous agreements of CHS

4.11.1 Standard ground handling agreements.

4.11.2 Loans from third parties (including banks).

4.11.3 Suretyship agreements.

4.11.4 Security agreements, guarantees and indemnities, including notarial bond agreements.

4.11.5 Agreements restricting the trading activities of CHS.

4.11.6 Agency, management and distribution agreements.

4.11.7 Marketing agreements.

4.11.8 Agreements with suppliers of CHS.

4.11.9 Confidentiality and/or non-disclosure agreements.

4.11.10 Any other agreements.

4.12 Correspondence

Correspondence of CHS, including internal and external memoranda.

4.13 Information relating to legal proceedings

Records relating to legal proceedings involving CHS.

4.14 Environmental records

4.14.1 Environmental impact assessments and documents pertaining to studies conducted in this regard.

- 4.14.2 Agreements pertaining to environmental issues.
- 4.14.3 Policy of CHS regarding environmental issues.
- 4.15 **Research and scientific or technical information of CHS**
 - 4.15.1 Documentation pertaining to research conducted by CHS.
 - 4.15.2 Scientific and/or technical information in the possession of CHS.
- 4.16 **Other Information**

(ii) The request procedures

Form of request:

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of CHS. This request must be made to the address, fax number or electronic mail address of the head of CHS.
- The requester must provide sufficient detail on the request form to enable the head of CHS to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of CHS.

Fees:

- The head of CHS must notify the requester (other than a personal requester) by notice, requiring the requester to pay the fee of R50 before further processing the request. A personal requester does not pay such fee.

- The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- The head of CHS will then make a decision on the request and notify the requester in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that had exceeded the prescribed hours to search and prepare the record for disclosure.

5. **Availability of the manual**

The manual is available for inspection at the offices of CHS free of charge. Copies are also available with the SAHRC, and in the Government Gazette.

6. **Prescribed fees and forms in respect of private bodies**

The prescribed forms and fees for requests to private bodies, are available on the website of the Department of Justice and Constitutional Development:

www.doj.gov.za

Standard Bank Group Limited

Including all Subsidiaries

1 INTRODUCTION

1.1 The Promotion of Access to Information Act, No 2 of 2000 ("**the Act**") was enacted on 3 February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, **except where the Act expressly provides that the information may or must not be released**. The Act sets out the requisite procedural issues attached to such request.

1.2 PURPOSE OF THE MANUAL:

This manual is intended to foster a culture of transparency and accountability within the Financial Services Industry as a whole, by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.

Section 9 of the Act however recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This manual sets out to provide a generic manual to the Financial Services Industry to deal with the requests in a conforming manner, which will enable the requestors to obtain the records which they are entitled to in a quick, easy and accessible manner. This manual may be adapted by the individual role players in the Financial Services Industry to specifically meet their needs.

Wherever reference is made to "*institution*" in this manual, it will refer to Standard Bank Group Limited for whom this manual has been adapted and compiled.

PART I**2 CONTACT DETAILS & GENERAL INFORMATION****Information Officer – Standard Bank Group Limited:**

Postal address: PO Box 1155, Johannesburg, 2000. (Att: **Group Risk Management**)

Physical Address: 7th Floor, No. 5 Simmonds street, Johannesburg.

Tel: (011) 636 1729

Fax: (011) 631 0622

E-mail: info.officer@sbic.co.za

Website: www.standardbank.co.za

PART II**3 GUIDE OF SOUTH AFRICAN HUMAN RIGHTS COMMISSION**

The South African Human Rights Commission has at the date of printing hereof not yet compiled the guide contemplated in Section 10 of the Act. The guide will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African HUMAN RIGHTS COMMISSION,

at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT),

Private Bag X2700, HOUGHTON, 2041;

Telephone Number: (011) 484-8300;

Facsimile Number: (011) 484-1360;

Website: www.sahrc.org.za;

E-mail Address: PIA@sahrc.org.za.

PART III**3.1 RECORDS OF THE FINANCIAL SERVICES INDUSTRY**

This clause serves as a reference to the records that the institutions within the financial services industry hold.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

The information is classified and grouped according to records relating to the following subjects and categories:

3.1.1 PERSONNEL RECORDS

- 3.1.1.1 Personal records provided by personnel;
- 3.1.1.2 Records provided by a third party relating to personnel;
- 3.1.1.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 3.1.1.4 Internal evaluation records and other internal records;
- 3.1.1.5 Correspondence relating to personnel;
- 3.1.1.6 Training schedules and material;

"Personnel" refers to any person who works for, or provides services to or on behalf of the institution, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the institution. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.

3.1.2 CUSTOMER RELATED RECORDS

- 3.1.2.1 Records provided by a customer to a third party acting for or on behalf of the institution in the financial services industry;
- 3.1.2.2 Records provided by a third party;
- 3.1.2.3 Records generated by or within the institution in the financial services industry relating to its customers, including transactional records;

A *"customer"* refers to any natural or juristic entity that receives services from the institution.

3.1.3 PRIVATE BODY RECORDS

- 3.1.3.1 Financial records;

- 3.1.3.2 Operational records;
- 3.1.3.3 Databases;
- 3.1.3.4 Information Technology;
- 3.1.3.5 Marketing records;
- 3.1.3.6 Internal correspondence;
- 3.1.3.7 Product records;
- 3.1.3.8 Statutory records;
- 3.1.3.9 Internal Policies and Procedures;
- 3.1.3.10 Treasury-related records;
- 3.1.3.11 Securities and Equities; and
- 3.1.3.12 Records held by officials of the institution.

These records include, but are not limited to, the records which pertain to the institution's own affairs.

3.1.4 OTHER PARTY RECORDS

- 3.1.4.1 Personnel, customer or private body records which are held by another party, as opposed to the records held by the institution itself;
- 3.1.4.2 Records held by the institution pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

The institution may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to the institution.

PART IV

4 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for the institution to refuse a request for information relates to the -

- 4.1 mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 4.2 mandatory protection of the commercial information of a third party, if the record contains -

- 4.2.1 trade secrets of that third party;
- 4.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
- 4.2.3 information disclosed in confidence by a third party to the institution, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 4.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 4.4 mandatory protection of the safety of individuals and the protection of property;
- 4.5 mandatory protection of records which would be regarded as privileged in legal proceedings;
- 4.6 the commercial activities of the institution, which may include –
 - 4.6.1 trade secrets of the institution;
 - 4.6.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the institution;
 - 4.6.3 information which, if disclosed could put the institution at a disadvantage in negotiations or commercial competition;
 - 4.6.4 a computer program which is owned by the institution, and which is protected by copyright.
- 4.7 the research information of the institution or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

5 REMEDIES AVAILABLE WHEN AN INSTITUTION REFUSES A REQUEST FOR INFORMATION

5.1 INTERNAL REMEDIES

The institutions do not have internal appeal procedures. As such, the decision made by the Information Officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

5.2 EXTERNAL REMEDIES

A requestor that is dissatisfied with an Information Officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an Information Officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these

applications are the Constitutional Court, the High Court or another court of similar status.

6 REQUEST PROCEDURE

- 6.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 6.2 The requester must complete the prescribed form enclosed herewith in Appendix 1, and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as stated in 3.1 above.
- 6.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify –
- 6.3.1 The record or records requested;
- 6.3.2 The identity of the requester;
- 6.3.3 Which form of access is required, if the request is granted;
- 6.3.4 The postal address or fax number of the requester.
- 6.4 The requester must state the he requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 6.5 The institution will process the request within 30 days, unless the requestor has stated special reasons which would satisfy the Information Officer that circumstances dictate that the above time periods not be complied with.
- 6.6 The requester shall be informed whether access has been granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 6.7 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 6.8 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 6.9 The requester must pay the prescribed fee, before any further processing can take place.

7 ACCESS TO RECORDS HELD BY THE INSTITUTION

- 7.1 Records held by the institution may be accessed by requests only once the prerequisite requirements for access have been met.
- 7.2 A requester is any person making a request for access to a record of the institution. There are two types of requesters:

7.2.1 PERSONAL REQUESTER

7.2.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester.

7.2.1.2 The institution will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

7.2.2 OTHER REQUESTER

7.2.2.1 This requester (other than a personal requester) is entitled to request access to information on third parties. However, the institution is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

8 FEES

8.1 The Act provides for two types of fees, namely:

8.1.1 A request fee, which will be a standard fee; and

8.1.2 An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

8.2 When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing of the request.

8.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the Access fee which would be payable if the request is granted.

8.4 The Information Officer shall withhold a record until the requester has paid the fees as indicated in **Appendix 2**.

8.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.

8.6 If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

9 DECISION

- 9.1 The institution will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 9.2 The 30 day period with which the institution has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of the institution and the information cannot reasonably be obtained within the original 30 day period. The institution will notify the requester in writing should an extension be sought.

10 LIST OF APPLICABLE LEGISLATION:

- 10.1 A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation, is annexed hereto marked "*Appendix 3*".

11 AVAILABILITY OF THE MANUAL

- 11.1 This manual is made available in terms of Regulation Number R. 187 of 15 February 2002.
- 11.2 The manual of the institution will also be available on the website of the institution.

APPENDIX - 1

PREScribed FORM TO BE COMPLETED BY A REQUESTER

FORM B

REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

[Empty rectangular box]

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

(Regulation 4)

A. Particulars of private body

The Head:

[Four horizontal lines for text entry]

B. Particulars of Person requesting access to the record

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

Full Name and Surname: _____

Identity Number: _____

Postal Address: _____

Telephone Number: _____

Fax Number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person:

[Three horizontal lines for text entry]

C. Particulars of person of 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 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. Description of the Record or relevant part of the record:

2. Reference number, if available: _____

3. Any further particulars of the record:

E. Fees:

- (a) *A request for access to 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 of the request fee.*
- (c) *The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare a record.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption of payment of the fee:

F. Form of Access to the 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 hereunder, 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) Your indication as to the required form of access depends 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.

1. If the record is in written or printed form:

<input type="checkbox"/>	Copy of record *	<input type="checkbox"/>	Inspection of record
--------------------------	------------------	--------------------------	----------------------

2. If the record consists of visual images:

(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"/>	Transcription of the images*
--------------------------	-----------------	--------------------------	----------------------	--------------------------	------------------------------

3. If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack * (written or printed document)
--------------------------	--	--------------------------	--

4. If the record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/>	Printed copy of record	<input type="checkbox"/>	Printed copy of information derived from the record *	<input type="checkbox"/>	Copy in computer readable form * (stiffy or compact disc)
--------------------------	------------------------	--------------------------	---	--------------------------	---

<p>* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.</p>	<p>YES</p>	<p>NO</p>
--	------------	-----------

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

Indicate which right is to be exercised or protected:

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

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 thereof 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

APPENDIX – 2

REPRODUCTION FEES

Where the institution has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERRED TO ABOVE ARE:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00

Request fees:

Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the institution will further process the request received.

Access fees:

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

The applicable access fees which will be payable are:

	R
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00

- A transcription of visual images, for an A4-size page or part thereof 40,00
- For a copy of visual images 60,00
- A transcription of an audio record, for an A4-size page or part thereof 20,00
- For a copy of an audio record 30,00
- To search for a record that must be disclosed 30,00
(- per hour or part of an hour reasonably required for such search.)
- Where a copy of a record needs to be posted the actual postal fee is payable.

Deposits:

Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to $\frac{1}{3}$ (one third) of the amount of the applicable access fee.

Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.

APPENDIX – 3**TABLE OF LEGISLATION**

A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation is available from the Information officer upon request, alternatively it can be found on the Standard Bank website at www.standardbank.co.za.

ALLAN GRAY

LONG TERM INVESTMENT MANAGEMENT

PO Box 51318, Cape Town, 8001
Ground Floor, Granger Bay Court, Beach Road, V&A Waterfront, Cape Town, 8000
Tel: +27 21 415 2300; Fax: +27 21 415 2400
Internet site: <http://www.allangray.co.za>

MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000, FOR THE FOLLOWING ENTITIES:

- Allan Gray Limited
- Allan Gray Unit Trust Management Limited
- Allan Gray Life Limited
- Allan Gray Property Trust Management Limited
- Allan Gray Namibia (Pty) Limited
- Allan Gray Capital (Pty) Ltd
- Allan Gray Financial (Pty) Ltd
- Allan Gray Preservation Pension Fund
- Allan Gray Preservation Provident Fund
- Allan Gray Retirement Annuity Fund

CONTENTS

- A. INTRODUCTION TO ENTITIES
- B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL
 - 1. Contact details
 - 2. The section 10 Guide on how to use the Act
 - 3. Types of Records
 - (a) Records available in terms of any other legislation
 - (b) Records available without requesting access in terms of the Act
 - (c) Records available on request
 - 4. Requesting procedures
 - 5. Availability of the manual

A. INTRODUCTION TO ENTITIES

Allan Gray Unit Trust Management Ltd, Allan Gray Life Ltd and Allan Gray Namibia (Pty) Ltd are wholly owned subsidiaries of Allan Gray Limited. Allan Gray Property Trust Management Ltd is majority owned by Allan Gray Limited. Allan Gray Capital (Pty) Ltd and Allan Gray Financial (Pty) Ltd are the proprietary holdings investment companies of Allan Gray Limited.

Allan Gray Limited is approved by the Financial Services Board ("the FSB") as an investment manager, as well as a pension fund administrator. Allan Gray Unit Trust Management Ltd and Allan Gray Property Trust Management Ltd are registered with the FSB as unit trust management companies. Allan Gray Life Ltd is also registered with the FSB as a long-term insurance company.

Although approved as a pension fund administrator, Allan Gray Ltd does not act as administrator for the Allan Gray Preservation Pension Fund, Allan Gray Preservation Provident Fund or Allan Gray Retirement Annuity Fund, but instead outsourced this function.

The head of Allan Gray Limited has tasked Legal and Compliance to attend to all matters relating to this Act.

B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

This Manual has been compiled in accordance with the Promotion of Access to Information Act 2 of 2000 (the Act) and applies to all the identified entities.

1. Contact details

Allan Gray Limited will deal with all requests relating to any of the entities. All requests for information in terms of this manual should be directed to:

The Information Officer
Allan Gray Limited
Po Box 51318
CAPE TOWN
8001

Ground Floor, Granger Bay Court
Beach Road
V&A Waterfront
CAPE TOWN

Telephone: +27 - 21 - 415 - 2300
Fax: +27 - 21 - 415 - 2400

2. The section 10 Guide on how to use the Act

Should you require greater clarity on or assistance with the Act, we refer you to the Guide that must be published by the Human Rights Commission in terms of section 10 of the Act. It will, *inter alia*, include:

- what the objects of this Act are
- the relevant contact details of each public and private body (where possible)
- the process that needs to be followed in order to request access to records
- assistance available from the "SAHRC" and information officers of public bodies
- how to get access to the manual of a private body
- all the remedies available in law to you
- details on prescribed fees payable in respect of requests for information

The Guide will be printed in each official language in the *Government Gazette* and will be available for inspection by the public at the offices of the Human Rights Commission by no later than August 2003.

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 - 011 484 - 8300

Fax: +27 - 011 484 - 0582/1360

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

3. Types of Records

(a) Records available in terms of any other legislation

All records kept and made available in terms of legislation applicable to any of the entities listed in this Manual and the Financial Services Industry in general, as it applies to the specific environment in which the entity operates, are available in accordance with said legislation.

(b) Records available without requesting access in terms of the Act

We set out the list of categories of information that is already publicly available without you having to request access in terms of the Act:

	Categories of information
1.	Group annual financial statements
2.	Trust Deeds of Unit Trust Schemes

A private body may, on a voluntary and periodic basis, submit to the Minister a description of categories of records, which are automatically available without a person having to request access in terms of the Act. The Minister must publish any description so submitted by notice in the Gazette.

The identified entities have not submitted any such description for publication in the Gazette.

(c) Records available on request

We set out below the subjects and categories of records that are available for the purposes of the Act:

Records are held on the following subjects:

- Personnel records
- Client-related records
- Private body record
- Records in the possession of or pertaining to other parties

(i) Personnel records

Personnel refers to any person who works for or provides services to or on behalf of the private body and receives or is entitled to receive any remuneration and any other person who assists in carrying out

or conducting the business of the private body. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers.

Personnel records include the following:

- Any personal records provided to the private body by their personnel;
- Any records a third party has provided to the private body about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

(II) Client-related records

A client includes any natural or juristic entity, who receives services from the private body. Client-related information includes the following:

- Any records a client has provided to a third party acting for or on behalf of the private body;
- Any records a third party has provided to the private body; and
- Records generated by or within the private body pertaining to the client, including transactional records.

(III) Private body records

The following are considered to include but not be limited to records, which pertain to the private body's own affairs:

- Financial records;
- Operational records;
- Databases;
- Information technology;
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Treasury-related records;
- Securities and equities; and
- Records held by officials of the private body.

(iv) Other parties

The private body may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, service providers. Alternatively, such other parties may possess records, which can be said to belong to the private body.

The following records fall under this category:

- Personnel, client or private body records which are held by another party as opposed to being held by the private body; and
- Records held by the private body pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

4. Requesting procedures

A person who wants access to the records of any of the identified entities must complete the necessary request form.

The request form can be accessed on www.allangray.co.za or www.sahrc.org.za. If a person needs assistance to obtain the form or on any other matter, please contact the Information Officer at the telephone number provided in clause 1.

The completed request form must be sent to the address or fax number provided in clause 1 and marked for the attention of the Information Officer.

The Information Officer will process the request and inform the requester of the fees (if any) that are payable and of the different procedures that must be followed until the request is finalised. A copy of the fee structure applicable to private bodies can be accessed on www.allangray.co.za.

All the pertinent sections must be completed fully, failing which the process will be delayed while the Information Officer requests such additional information.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

5. Availability of the manual

Copies of this manual is available for inspection, free of charge, at the offices of Allan Gray Limited; copies are also available from the South African Human Rights Commission; from the Government printer and on our website (www.allangray.co.za)



Charter Life Insurance Company Limited, Jorissen Place, 66 Jorissen Street, Braamfontein, Johannesburg 2001
 P O Box 3329, Johannesburg 2000
 Tel: (011) 408 5511 / Fax: (011) 408 5608
 Internet site: <http://www.charterlife.co.za>
 Registration no: 1984/011344/06

The Manual in terms of the Promotion of Access to Information Act section 51

A request in terms of the Promotion of Access to Information Act 2 of 2000 (the Act) begins with the completion of the prescribed form; please remember you are required to:

1. indicate the form of access required
2. specify a postal address or fax number in South Africa, or an e-mail address.
3. identify the right you want to exercise or protect and give an explanation why the record is needed for this purpose
4. indicate the form of reply to your request, other than a written reply, which you prefer, with the relevant particulars
5. give proof of the capacity in which you are acting, if requesting access on behalf of another.

Once complete, you can mail it to

Compliance Department
 Charter Life
 P O Box 3329
 Johannesburg
 2000.

We will deem to have received the mail once it is delivered to our offices.

Should you require greater clarity, we refer you to the Guide which will be published by the Human Rights Commission. It will describe in each official language:

- what the objects of this Act are
- the details of each private body (where possible)
- the process that needs to be followed in order to make a request
- how to get copies of the Guide at no charge
- how to get access to the manual of a private body
- all the remedies available in law to you.

The Guide will be printed in each official language in the *Government Gazette* and will be available for inspection by the public at the offices of the Human Rights Commission: tel: 011 484 8300; fax: 011 484 7146; www.sahrc.org.za.

We set out the records which are already publicly available without a request for access in terms of the Act being necessary:

Records already available	
1.	Company annual financial statements

We also set out a description of the records available in accordance with other legislation:

Other applicable legislation	
1.	Long-term Insurance Act 52 of 1998
2.	Pension Funds Act 24 of 1956
3.	Companies Act 61 of 1973
4.	Financial Intelligence Centre Act 38 of 2001
5.	Labour Relations Act 66 of 1995
6.	Basic Conditions of Employment Act 75 of 1997
7.	Employment Equity Act 55 of 1998
8.	Prevention of Organised Crime 121 of 1998
9.	Income Tax Act 58 of 1962
10.	Value Added Tax 89 of 1991
11.	Unemployment Insurance Act 63 of 2001
12.	Compensation for Occupational Injuries and Diseases Act 130 of 1993
13.	Skills Development Levies Act 9 of 1999

We set out below the categories of records held by Charter Life. Important examples of the type of records in each category follow:

Company records	Customer-related	Other
<ul style="list-style-type: none">- financial and accounting- human resources- strategy- operational- shareholder- intermediary- technology- compliance	<ul style="list-style-type: none">- policyholder and investor- marketing	<ul style="list-style-type: none">- contractors- directors



**LIBERTY
PROPERTIES**

Liberty Group Properties, 11th Floor, Jorissen Place, 66 Jorissen Street, Braamfontein, 2001
 P O Box 31287, Braamfontein, 2017
 Tel: (011) 408 5111 / Fax: (011) 408 5112
 Internet site: <http://www.libertyproperties.co.za>
 Registration no: 1967/013612/07

The Manual in terms of the Promotion of Access to Information Act section 51

A request in terms of the Promotion of Access to Information Act 2 of 2000 (the Act) begins with the completion of the prescribed form; please remember you are required to:

1. indicate the form of access required
2. specify a postal address or fax number in South Africa, or an e-mail address
3. identify the right you want to exercise or protect and give an explanation why the record is needed for this purpose
4. indicate the form of reply to your request, other than a written reply, which you prefer, with the relevant particulars
5. give proof of the capacity in which you are acting, if requesting access on behalf of another.

Once complete, you can mail it to

Head of Legal
 Liberty Group Properties
 P O Box 31287
 Braamfontein
 2017

We will deem to have received the mail once it is delivered to our offices.

Should you require greater clarity, we refer you to the Guide, which will be published by the Human Rights Commission. It will describe in each official language:

- what the objects of this Act are
- the details of each private body (where possible)
- the process that needs to be followed in order to make a request
- how to get copies of the Guide at no charge
- how to get access to the manual of a private body
- all the remedies available in law to you.

The Guide will be printed in each official language in the *Government Gazette* and will be available for inspection by the public at the offices of the Human Rights Commission: tel: 011 484 8300; fax: 011 484 7146; www.sahrc.org.za.

We set out the records that are already publicly available without a request for access in terms of the Act being necessary:

	Records already available
1.	Property portfolio information

We also set out a description of the records available in accordance with other legislation:

	Other applicable legislation
1.	Companies Act, No 61 of 1973
2.	Labour Relations Act, No 66 of 1995
3.	Basic Conditions of Employment Act, No 75 of 1997
4.	Employment Equity Act, No 55 of 1998
5.	Prevention of Organised Crime, No 121 of 1998
6.	Income Tax Act, No 58 of 1962
7.	Value Added Tax, No 89 of 1991
8.	Unemployment Insurance Act, No 63 of 2001
9.	Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
10.	Skills Development Levies Act, No 9 of 1999
11.	Occupational Health and Safety Act, No 85 of 1993

12.	Stamp Duties Act, No 77 of 1968
13.	Estate Agents Act, No 112 of 1976
14.	Financial Intelligence Centre Act, No 38 of 2001

We set out below the categories of records held by Liberty Properties. Important examples of the type of records in each category follow:

Company records	Customer-related	Other
<ul style="list-style-type: none">- financial and accounting- human resources- strategy- operational- shareholder- intermediary- technology- compliance	<ul style="list-style-type: none">- tenant- marketing	<ul style="list-style-type: none">- contractors- directors- subsidiary

NEBULA SOLUTIONS

**Manual on the functions of a Public or Private Body
And
Index of Records held
As required by
The Promotion of Access to Information Act (PROATIA)
Act 2 of 2000, Section 14**

Chief Executive Officer & Founder

Mr. Danie Nel

Tel: (021) 554 3859

Fax: (021) 554 2047

E-mail: danie@nebula.co.za

Street Address:

22 Sunset Boulevard

Beach Boulevard

Bloubergstrand

Cape Town

7441

Postal Address:

P O Box 7100

Roggebaai

8012

Company Web Site:

<http://www.nebula.co.za>

Contents

1. **Mandate**
2. **Functions and Objectives**
3. **Structure**
2. **Information/Records held by Nebula Solutions and accessible to enquirers**

1. Mandate

Established in December 1997 (company registration number: 2001/002340/07), Nebula Solutions is an independent South African based technology and management consultancy company. Our services are focused on assisting companies with ICT management issues and with making the best technology decisions.

Nebula Solutions' core is formed by highly skilled and hand-picked technology and business professionals who deliver comprehensive strategic solutions to the IT and business world. We follow focused principles and methodologies to deliver quality work.

2. Functions and Objectives

Nebula Solutions provides technology and management consulting as well as business process outsourcing to its clients. Its major clients are large to medium sized organisations in the Information Technology, ISP, Telecom and Operator Services Industry. Nebula assists these clients to integrate business and technology by making use of the newest methodologies and tools in the technological arena.

Nebula Solutions is a specialised consultancy focussing on the integration of:

Business with Technology

And

Technology with Business Principles

The Business with Technology integration assists clients in the business sector on identifying and integrating their technology needs into their business.

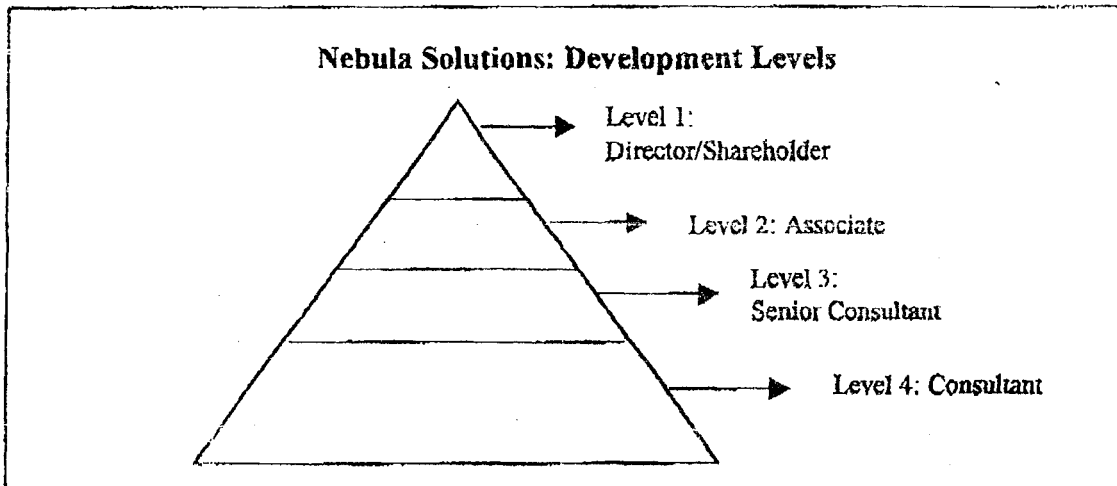
The Technology with Business integration assists technology organizations in applying sound business principles in their daily, tactical and strategic functioning.

Nebula Solutions' products and services offering focuses on technology and management consulting as well as business process outsourcing. Both technology and management consulting products and services are billed on either an hourly (times and materials) or specified deliverable basis, whilst business process outsourcing services are billed on a monthly basis, with a minimum contract period of six months.

Nebula Solutions' services cover five broad categories: Technology Strategy Services, IT Services Management, Technology Selection and Implementation, Technology Optimisation Services and Business Development and Optimisation Services.

3. Structure

Nebula Solutions functions as a company by using development through levels of achievement. The levels are based on four stages (see Development levels below) of independence, where level four is seen as an entry level and level one as director level.



Nebula Solutions has segmented the market and is focused on the following industries:

- Telecommunications
- Information Technology Industry
- Large and medium Corporate Companies (petrochemical, financial institutions, retail)

4. Information/Records held by Nebula Solutions and availability of such records

The nature of Nebula Solutions' work is such that the research, surveys and findings are confidential and remain the property of Nebula Solutions and its customers. This includes those records that fall into the following three categories. (The relevant sections of the Act are given in brackets):

1. Commercial information of Nebula Solutions (Section 64, 65, 66, 67 & 68)
2. Information supplied by or acquired on behalf of a third party (Section 69)
3. Research information belonging to Nebula Solutions itself (Section 69)

AJF BELEGGINGS BK

Reg No: 1987/000393/23

Geregistreeerde adres
19 Blenheimweg
Lynnwood Glen
PRETORIA
Republiek van Suid-Afrika

Posadres
Posbus 73170
Lynnwoodrif
0040
Republiek van Suid-Afrika

Telefoon: (012) 348 7495/7
Faks: (012) 348 7360
E-mail adres: jfourie1@mweb.co.za

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. NAME OF CLOSE CORPORATION

AJF BELEGGINGS BK

2. REGISTRATION NUMBER

1987/000393/23

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

(012) 348 7360

7. E-MAIL

jfourie1@mweb.co.za

8. RECORDS IN TERMS OF CLOSE CORPORATION ACT

8.1 Form CK 1.

8.2 Close Corporation minute book, where relevant.

9. REQUEST OF ACCESS TO RECORDS

Please contact the Close Corporation on its contact addresses with any request of access to a record of the body.

10. DESCRIPTION OF SUBJECTS ON WHICH THE CLOSE CORPORATION HOLDS RECORDS

10.1 Statutory instruments (Refer to paragraph 8).

10.2 Correspondence files.

10.3 Financial accounts

10.4 Drawings, specifications and contracts, where relevant.



MARULA LODGE

Hunting and Photographic Safaris
Professional Hunter and Outfitter

Safaris CC

Member of PHASA & SCI

Reg. No.: CK 1994/008133/23

PO Box 94
Alldays
Republic of South Africa 0909

PO Box 73170
Lynnwood Ridge 0040
Republic of South Africa

Members:

Gerard F Fourie
Linda A Fourie
Jan G. Fourie

Cell 082-461 0172
Tel 015-575 1486
Fax 015-575 1154
015-575 1354

Tel 012-348 7495
Fax 012-348-7360

Website address:

www.plainsgame.co.za

E-mail address:

jfourie1@mweb.co.za

E-mail address

marula@mweb.co.za

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. NAME OF CLOSE CORPORATION

MARULA LODGE SAFARIS BK

2. REGISTRATION NUMBER

1994/008133/23

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

(012) 348 7360

7. E-MAIL

jfourie1@mweb.co.za

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MARULA LODGE

Hunting and Photographic Safaris
Professional Hunter and Outfitter

Reg. No. 1994/040012/23

Safaris No. 3 BK

Member of PHASA & SCI

PO Box 94
Alldays
RSA 0909
Tel.: 27-015-575 1486
Fax: 27-015-575 1154

PO Box 73170
Lynnwood Ridge
RSA 0001
Tel.: 27-12-348 7495
Fax: 27-12-348 7360

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. NAME OF CLOSE CORPORATION

MARULA LODGE SAFARIS BK No. 3

2. REGISTRATION NUMBER

1994/040012/23

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

(012) 348 7360

7. E-MAIL

jfourie1@mweb.co.za

8. RECORDS IN TERMS OF CLOSE CORPORATION ACT

- 8.1 Form CK 1.
- 8.2 Close Corporation minute book, where relevant.

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Please contact the Close Corporation on its contact addresses with any request of access to a record of the body.

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- 10.1 Statutory instruments (Refer to paragraph 8).
- 10.2 Correspondence files.
- 10.3 Financial accounts
- 10.4 Drawings, specifications and contracts, where relevant.

CAPITA BELANGE BK

Reg No: 2002/019357/23

Geregistreeerde adres
19 Blenheimweg
Lynnwood Glen
PRETORIA
Republiek van Suid-Afrika

Posadres
Posbus 73170
Lynnwoodrif
0040
Republiek van Suid-Afrika

Telefoon: (012) 348 7495/7
Faks: (012) 348 7360
E-mail adres: jfourie1@mweb.co.za

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. NAME OF CLOSE CORPORATION

CAPITA BELANGE BK

2. REGISTRATION NUMBER

2002/019357/23

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

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6. FAX NUMBER

(012) 348 7360

7. E-MAIL

jfourie1@mweb.co.za

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10.2 Correspondence files.

10.3 Financial accounts

10.4 Drawings, specifications and contracts, where relevant.

KOMDIV BELEGGINGS BK

Reg No: 2002/017139/23

Geregistreeerde adres
19 Blenheimweg
Lynnwood Glen
PRETORIA
Republiek van Suid-Afrika

Posadres
Posbus 73170
Lynnwoodrif
0040
Republiek van Suid-Afrika

Telefoon: (012) 348 7495/7
Faks: (012) 348 7360
E-mail adres: jfourie1@mweb.co.za

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0081

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

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7. E-MAIL

ifourie1@mweb.co.za

8. RECORDS IN TERMS OF CLOSE CORPORATION ACT

8.1 Form CK 1.

8.2 Close Corporation minute book, where relevant.

9. REQUEST OF ACCESS TO RECORDS

Please contact the Close Corporation on its contact addresses with any request of access to a record of the body.

10. DESCRIPTION OF SUBJECTS ON WHICH THE CLOSE CORPORATION HOLDS RECORDS

10.1 Statutory instruments (Refer to paragraph 8).

10.2 Correspondence files.

10.3 Financial accounts

10.4 Drawings, specifications and contracts, where relevant.

CURRIE GAME FARMS (PTY) LTD

Registration Number 1997/012260/07

Registered Office
19 Blemheim Road
Lynnwood Glen
PRETORIA
Republic of South Africa

Postal Address
PO Box 73170
Lynnwood Ridge
0040
Republic of South Africa

**MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000****1. NAME OF COMPANY**

CURRIE GAME FARMS (PTY) LTD

2. REGISTRATION NUMBER

1997/012260/07

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

(012) 348 7360

7. E-MAILjfourie1@mweb.co.za

8. RECORDS IN TERMS OF COMPANIES ACT

- 8.1 Company Memorandum of Association.
- 8.2 Articles of Association.
- 8.3 Certificate of incorporation.
- 8.4 Shareholders schedule
- 8.5 Company minute book.

9 REQUEST OF ACCESS TO RECORDS

Please contact the Company on its contact addresses with any request of access to a record of the body.

10 DESCRIPTION OF SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS

- 10.1 Statutory instruments (Refer to paragraph 8).
- 10.2 Correspondence files.
- 10.3 Financial accounts
- 10.4 Drawings, specifications and contracts, where relevant.

DIRISANO CONSULTANTS (PTY) LTD

Reg. No.: 2001/020464/07

Your reference:

P.O. Box 15010
Flora Park
Pietersburg, 0700
Tel: (015) 297 8093
Fax: (015) 297 8097
Cell: 082 450 4378

DIRECTORS

Jonas Masoga

STD Building, National Diploma
(Building), National N Diploma
(Mechanical), National Higher
Diploma, B Tech
(ED Management)
Chairman of the Board

Me. I Lekalakala

B. Building Arts (UPE)
ND Civil Engineering (PE Tech)

Leseilane M Sekhukhune

BSC. Eng (Wits), MICE,
Grad Dip Eng (Wits),
MBA (Wits)
PR Eng

Me. EI Fourie

HE Diploma (Wits)
NTC Building (Wits Tech)
Diploma HVAC;
Managing Director

Jan G Fourie

BSc (QS) (UP)
PMAQS, RQS, PMISA

Deon Dirkse van

Schalkwyk
BSc (QS) (UP)
PMAQS, RQS, PMISA
A.A.Arb

Jan G Fourie

Adv; Pr. Eng. B.Sc.
(Eng.)(Rand); LLB (Rand),
B.Com. (Pret); B.Com
(Hon.)(Econ.)(Pret); M.Sc
(Eng)(London) D.I.C.
(Imp. College); P.D.L.
(R.A.U.); Reg. Eng.
Malawi; M.A.M.W.E.F.;
M.S.A.I.C.E.

**Building, Civil and Structural
Engineering Consultants
Development Economists
Project Managers**

Our Reference:

P.O. Box 73170
Lynnwood Ridge, 0040
Tel: (012) 348 7495/7
Fax: (012) 348 7360
Email: jfourie1@mweb.co.za
19 Blenheim Rd
Lynnwood Glen, 0081

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. NAME OF COMPANY

DIRISANO CONSULTANTS (PTY) LTD

2. REGISTRATION NUMBER

2001/020464/07

3. POSTAL ADDRESS:

P O BOX 15101
FLORA PARK
PIETERSBURG
07000

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

5. TELEPHONE NUMBER

(015) 297 8093

(012) 348 7495/7

6. FAX NUMBER

(015) 297 8097

(012) 348 7360

7. E-MAIL

jfourie1@mweb.co.za

8. RECORDS IN TERMS OF COMPANIES ACT

- 8.1 Company Memorandum of Association.
- 8.2 Articles of Association.
- 8.3 Certificate of Incorporation.
- 8.4 Shareholders schedule
- 8.5 Company minute book.

9 REQUEST OF ACCESS TO RECORDS

Please contact the Company on its contact addresses with any request of access to a record of the body.

10 DESCRIPTION OF SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS

- 10.1 Statutory instruments (Refer to paragraph 8).
- 10.2 Correspondence files.
- 10.3 Financial accounts
- 10.4 Drawings, specifications and contracts, where relevant.



FPI CONSULTING ENGINEERS INCORPORATED

RAADGEWENDE INGENIEURS
ONTWIKKELINGSEKONOME
KONSTRUKSIE KONTRAK
ARBITRASIE KONSULTANTE
& PROJEK BESTUUR

CONSULTING ENGINEERS
DEVELOPMENT ECONOMISTS
CONSTRUCTION CONTRACT
ARBITRATION CONSULTANTS
& PROJECT MANAGEMENT

REG. NO.: 1974/002841/21

Verwysing
Reference

U Verwysing
Your Reference

☒73170
LYNNWOOD-RIF 0040
Tel: (012) 348-7495/7
Fax: (012) 348-7380
E-mail: jfourie1@mweb.co.za
Blenheimweg 19
Lynnwood Glen

MANUAL IN TERMS OF SECTION 51, PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

PIETERSBURG 0700
Tel: (015) 297-0805
Sanctuary No 6
Generaal De la Reystraat
Weggelegen
Pietersburg

1. NAME OF COMPANY

FPI CONSULTING ENGINEERS INCORPORATED

☒94
ALLDAYS 0909
Tel/Fax: (015) 575-1354
Marula Lodge

2. REGISTRATION NUMBER

1974/002841/21

Jan G. Fourie
Pr. Eng. B.Sc. (Eng.) Rand;
LLB (Rand). B.Com. (Pret);
B.Com (Hon.) (Ekon.) (Pret)
M.Sc. (Eng.) (London)
D.I.C. (Imp. College);
P.D.L. (R.A.U.);
Reg. Eng. Malawi;
M.Am.W.W.A.; M.S.A.I.C.E.

3. POSTAL ADDRESS:

P O BOX 73 170
LYNNWOOD RIDGE
PRETORIA
0040

Bygestaan deur
JS LE ROUX
Bourekonaar
Quantity Surveyor
B.Sc (QS) (U.O.F.S.)
L.V.B.R. G.B.R.
M.A.Q.S. R.O.S.

4. RESIDENTIAL ADDRESS:

19 BLENHEIM ROAD
LYNNWOOD RIDGE
PRETORIA
0081

Dr. A FOURIE
B.Comm (Acc), M.Comm (Acc)
Hons. B.Compt, C.T.A., D.Compt (Acc)
Dipl. Labour Law, CFA

5. TELEPHONE NUMBER

(012) 348 7495/7

6. FAX NUMBER

(012) 348 7380

7. E-MAIL

jfourie1@mweb.co.za

WATERVOORSIENING; WATERSUIWERING; RIOLERING; RIOOLSUIWERING; WATER-
HERWINNING; DAMME; HIDROLOGIE; PAAIE; SPOORLYNE;
BETONSTAALSTRUKTURE; BRUË; FONDAMENTE; GRONDMEGANIKA; ARBITRASIE;
KONTRAKTE; LITIGASIE; EKONOMIESE PROJEKFORMULERING; EVALUERING;
GEÏNTEGREERDE ONTWIKKELINGSPLANNE; EKONOMIESE BEPLANNING;
BESPROEING

WATER SUPPLY; PURIFICATION; SEWERAGE PURIFICATION; WATER;
RECLAMATION; DAMS; HYDROLOGY; ROADS; RAILWAYS; CONCRETE/STEEL;
STRUCTURES; BRIDGES; FOUNDATIONS; SOIL MECHANICS; ARBITRATION;
CONTRACTS LITIGATION; ECONOMIC PROJECT FORMULATION; EVALUATION;
INTEGRATED DEVELOPMENT PLANS; ECONOMIC PLANNING; IRRIGATION

8. RECORDS IN TERMS OF COMPANIES ACT

- 8.1 Company Memorandum of Association.
- 8.2 Articles of Association.
- 8.3 Certificate of incorporation.
- 8.4 Shareholders schedule
- 8.5 Company minute book.

9 REQUEST OF ACCESS TO RECORDS

Please contact the Company on its contact addresses with any request of access to a record of the body.

10 DESCRIPTION OF SUBJECTS ON WHICH THE COMPANY HOLDS RECORDS

- 10.1 Statutory instruments (Refer to paragraph 8).
- 10.2 Correspondence files.
- 10.3 Financial accounts
- 10.4 Drawings, specifications and contracts, where relevant.

SANLAM INVESTMENT MANAGEMENT (PTY) LIMITED

MANUAL IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("the Act")

1. CONTACT DETAILS OF SANLAM INVESTMENT MANAGEMENT (PTY) LIMITED ("SIM")

1.1 Sanlam Investment Management (Pty) Limited (registration number: 1967/011973/07)

1.2 Who we are:

SIM is a private limited company incorporated in terms of the company laws of South Africa. SIM is approved as an investment manager in terms of the Stock Exchanges Control Act, 1985 and the Financial Markets Control Act, 1989. In line with the requirements of the Promotion of Access to Information Act, No 2 of 2000 ("the Act"), SIM has prepared this manual to assist you when requesting information in terms of the Act.

1.3 Physical Address:

55 Willie van Schoor Avenue

Bellville 7530

South Africa

1.4 Postal address:

Private Bag X8

Tyger Valley 7536

South Africa

1.5 Telephone: (+27-21) 950-2500

1.6 Telefacsimile: (+27-21) 950-2555

1.7 Website: www.sim.sanlam.com

1.8 E-Mail: compliance@sim.sanlam.com

Contact:
Information Officer (SIM)

1.9 The Executive Committee and CEO have delegated by resolution of EXCO this power and authority to the Compliance Officer whom for the purposes of this brochure will be called the Information Officer of SIM.

1.10 Inspection of the manual:

This manual may be inspected at our offices. Copies of the manual may be obtained from the Human Rights Commission and from our website.

2. SECTION 10 GUIDE

2.1 In terms of section 10 of the Act, a guide containing the following information will be available from the Human Rights Commission from 2003 onwards:

2.1.1 How to access a record of a private body and the assistance that is available from the Human Rights Commission in this regard;

2.1.2 How to lodge a court application against a decision of a head of a private body;

2.1.3 What fees are payable for accessing documentation, and any information that has been voluntarily disclosed by the private body.

2.2 If you require a guide, the contact details of the South African Human Rights Commission are as follows:

PAIA Unit
The Research and Documentation Department
Postal Address: Private Bag 2700, Houghton, 2041
Telephone: +27 11 484-8300
Telefacsimile: +27 11 484-0582
Website: www.sahrc.org.za
E-Mail: PAIA@sahrc.org.za

3. RECORDS THAT ARE AVAILABLE IN TERMS OF OTHER LEGISLATION (SECTION 51(d) records)

3.1 Where applicable and insofar as you comply with the requirements set out in the relevant act, you may also request information which is available in terms of other legislation such as the following:

3.1.1 Stock Exchanges Control Act, 1985

- 3.1.2 The Basic Conditions of Employment Act 76 of 1997;
- 3.1.3 The Companies Act 61 of 1973;
- 3.1.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- 3.1.5 Employment Equity Act 55 of 1998;
- 3.1.6 Financial Markets Control Act 55 of 1989;
- 3.1.7 Labour Relations Act 66 of 1995;
- 3.1.8 Occupational Health and Safety Act 85 of 1993;
- 3.1.9 Promotion of Equality and Prevention of unfair Discrimination Act 4 of 2000;
- 3.1.10 Regional Services Councils Act 109 of 1985;
- 3.1.11 Skills Development Act 97 of 1998;
- 3.1.12 Skills Development Levies Act 9 of 1999.

4. SUBJECTS AND CATEGORIES OF INFORMATION HELD BY SIM (SECTION 51(1)(e) records)

The records of information held by the company may be divided into four main broad subjects set out hereunder. The following are considered to include but not limited to records which pertain to the SIM's affairs:

- 4.1 Human Resources which shall include all personnel records;
- 4.2 Customer related records which shall include all mandates and transaction records;
- 4.3 Company records which shall include all statutory records and information relating to investments;
- 4.4 Records pertaining to other parties which shall include outsourcing and service agreements and consultancy arrangements.

5. REQUEST FOR ACCESS TO RECORDS HELD BY SIM

- 5.1 Your request for information must be made to SIM in the prescribed form, a copy of which is Annexure "A" to this

manual. The form must be sent to the Information Officer, at one of the contact details given in paragraph 1 above.

- 5.2 You will be able to get the form together with a list of applicable fees from the head office of SIM. These fees must be paid before access to a record will be allowed. You will be informed of the amount of your fees once you have submitted your request. The Minister may exempt certain persons from having to pay the fees referred to in the Act. To date, no such exemptions have been published.
- 5.3 Please note that if you do not provide all of the information we require in the Form, it will delay the process until such time as the you have given the necessary information.
- 5.4 You must give sufficient information in the prescribed Form to:
 - 5.4.1 Identify the record requested and give your names and contact details;
 - 5.4.2 Indicate the manner which must be used to inform the you of the outcome of the request for information, and the form in which the requested information must be given;
 - 5.4.3 You must identify the right that is being exercised or protected, and explain why the record requested will assist in this regard;
 - 5.4.4 Where you are making the request on behalf of another person, you must give proof of the capacity in which you make the request, to the satisfaction of the Information Officer of SIM.
- 5.5 If the record you requested exists and is granted, provided it does not affect a third party your request will be processed within 30 days from the date of the request.
- 5.6 This period may be extended once for a further 30 days if:
 - 5.6.1 the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of SIM;
 - 5.6.2 the request requires a search for records in, or collection thereof from, an office of SIM not situated in the same town or city as the office of the

information officer that cannot reasonably be completed within the original period;

5.6.3 consultation among divisions of SIM or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;

5.6.4 more than one of the circumstances contemplated in paragraphs 5.6.1, 5.6.2 and 5.6.3 exist in respect of the request making compliance with the original period not reasonably possible; or

5.6.5 if you consent in writing to such extension.

6. There are various grounds upon which your request for access to a record may be refused. They are:

6.1 The protecting personal information of a third person (who is a natural person) from unreasonable disclosure;

6.2 The protecting commercial information of a third party. (For example trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);

6.3 Refusing access to a record if disclosure would result in the breach of a duty of confidence owed to a third party.

6.4 Refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person.

6.5 Refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived.

6.6 Refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the private body at a disadvantage in negotiations or prejudice it in commercial competition.

6.7 Refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or the private body itself.

7. If your request does affect a third party then we will first need to inform the third party within 21 days of us receiving your request. By this we mean that if the record you request affects any third party in

any way, that third party will have to be informed that you are requesting access to the above record.

8. The third party then has 21 days to make representations/submissions regarding the granting of access to the record.

9. **Other Information**

Please note that the information provided in this manual may be updated from time to time. Should you have any queries or questions arising from this manual please contact the Information Officer on the contact details provided in paragraph 1 above.

Issued by the Information Officer of SIM

14 August 2002

FORM B**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))

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

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

1. Description of record or relevant part of the record:

2. Reference number, if available

3. Any further particulars of record:

E. Fees

- (a) *A request for access to 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 exemption of the payment of any fee, please state the reason therefor.*

Reason for exemption from payment of fees:

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 hereunder, 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) Your indication as to the required form of access depends 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.

1. If the record is in written or printed form -

copy of record*	Inspection of record	
-----------------	----------------------	--

2. If record consists of visual images -

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

view the images	copy of the images*	transcription of the images*
-----------------	---------------------	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound -			
listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form -			
printed copy of record*		Printed copy of information derived from the record*	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?			YES

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 requested record is required for the exercising or protection of the aforementioned right:

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 thereof 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.

SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF
REQUEST IS MADE

MANUAL FOR RCS PERSONAL FINANCE PROPRIETARY LIMITED

(Registration number 1968/008420/07)

in terms of Section 51 of the Promotion of Access to Information Act No 2 of 2000
(“the Act”)

Introduction to RCS Personal Finance (Pty) Ltd

RCS Personal Finance (Pty) Ltd (“RCSPF”) is a subsidiary of Foschini Limited.

RCSPF offers pre-approved unsecured personal banking loans and financial products to external customer bases forming part of the broad middle-income group throughout South Africa.

The climate of excessive micro-lending interest rates, means that players who are able to accurately assess the credit risk that customer pose, will also be able to offer competitive banking rates as a valuable service to their customers. While the interest rates that RCSPF charges are considered high in the traditional banking market, the rates are very reasonable when compared to other micro lending rates and the reality is that the majority of South Africans do not have ready access to unsecured loan facilities.

RCSPF offers a one-stop shop, where a customer can apply, contract and receive the loan in one easy step. No documentation is required from the customer as RCSPF accurately assesses their credit worthiness prior to mailing.

RCS Personal Finance (Pty) Ltd is a private body as defined in the Act.

1. Contact details (in terms of Section 51(1)(a) of the Act)

Chief Executive Officer:	K.H. Westvig
Information Officer:	C. Teuteberg
Street Address:	342 Voortrekker Road, Parow East, Cape Town, Western Cape, 7500
Postal Address:	P.O. Box 6523, Parow East, 7501
Telephone number:	+ 27 21 935 2700
Telefax number:	+ 27 21 935 2744
Website address:	www.rcspf.co.za

2. The guide. (in terms of Section 51(1)(b))

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the act to assist people in exercising their rights under the Act. This guide will probably become available in August 2003. The Human Rights Commission may be contacted at:

The South African Human Rights Commission:

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za

3. Records available in terms of any other legislation (in terms of Section 51(1)(d))

1. Administration of Estates Act, No. 66 of 1965
2. Arbitration Act No. 42 of 1965
3. Basic Conditions of Employment No. 75 of 1997
4. Companies Act No. 61 of 1973
5. Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
6. Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
7. Copyright Act No. 98 of 1978
8. Credit Agreements Act No. 75 of 1980
9. Currency and Exchanges Act No. 9 of 1933
10. Debtor Collectors Act No. 114 of 1998
11. Employment Equity Act No. 55 of 1998
12. Finance Act No. 35 of 2000
13. Financial Services Board Act No. 97 of 1990
14. Financial Relations Act No. 65 of 1976
15. Harmful Business Practices Act No. 23 of 1999
16. Income Tax Act No. 95 of 1967
17. Insolvency Act No. 24 of 1936
18. Insurance Act No 27 of 1943
19. Intellectual Property Laws Amendments Act No. 38 of 1997
20. Labour Relations Act No. 66 of 1995
21. Long Term Insurance Act No. 52 of 1998
22. Medical Schemes Act No. 131 of 1998
23. Occupational Health & Safety Act No. 85 of 1993
24. Pension Funds Act No. 24 of 1956
25. Post Office Act No. 44 of 1958
26. Protection of Businesses Act No. 99 of 1978
27. Regional Services Councils Act No. 109 of 1985
28. SA Reserve Bank Act No. 90 of 1989
29. Short Term Insurance Act No. 53 of 1998
30. Skills Development Levies Act No. 9 of 1999
31. Skills Development Act No. 97 of 1998
32. Stamp Duties Act No. 77 of 1968
33. Stock Exchange Control Act No. 1 of 1985
34. Tax on Retirement Funds Act No. 38 of 1996
35. Trade Marks Act No. 104 of 1993
36. Unemployment Contributions Act No. 4 of 2002
37. Unemployment Insurance Act No. 63 of 2001
38. Usury Act No 73 of 1968
39. Value Added Tax Act No. 89 of 1991.

4. Gaining access to records held by RCS Personal Finance (Pty) Ltd (in terms of Sections 51(1)(c) and 51(1)(e)).**4.1 What categories of records are, or will be, automatically available without you having to request access to these records in terms of the Act?**

The Act provides for the automatic disclosure of certain records. Should records be automatically disclosed, you will not have to formally request these records in terms of the Act.

In terms of the Act, this automatic disclosure by private companies is voluntary. This means that a private company is not obliged to make such disclosure. If a private company chooses to make such voluntary disclosure, it may do so by giving notice

thereof in terms of Section 52(2) of the Act. This notice will list the categories of the records that will be automatically disclosed by the private company.

However, RCS Personal Finance has not yet issued this notice. RCS Personal Finance (Pty) Ltd is currently in the process of reviewing all records held by it and will, in the course of the near future, issue a comprehensive list and description of the categories of records, which will automatically be available to you without you having to make a formal request to us.

When this notice is issued, it will list records that will automatically be available in terms of the Act, including the categories available:

- for inspection in terms of legislation other than this Act;
- for purchase or copying (at a fee) from us; and
- those records that will be available from us free of charge.

The list will also be published on our website and will be updated periodically. Together with this list, we will also set out the procedure that will need to be followed in order to obtain access to such records.

4.2 What records can you request? (In terms of Section 51(1)e))

Requests for records are to be forwarded to our Information Officer:

C.Teuteberg
P.O. Box 6523, Parow East, 7501
Lefic Centre
342 Voortrekker Road, Parow East, Cape Town, Western Cape, 7500
Tel: +27 21 935 2700
Fax: +27 21 935 2744
Email: charliet@rcspf.co.za

Records that may be requested are set out in the following subjects and categories set out below.

RECORD SUBJECT	RECORD CATEGORY	RECORD TYPE
COMPANY SECRETARIAT (OFFICE OF THE CEO)	Company documents (in terms of the Companies Act, No.61 of 1973)	Memorandum and Articles of Association
		Certificates of Incorporation
		Annual Report
		Annual Financial Statements
		Company Share Register
		Register of Directors and Officials
		Minutes of General Meetings
		Shareholders Agreements
		Statutory Records
		Tax
	Legal	Intellectual Property rights
		Lease agreements
		Credit Agreements
		Joint Venture
		Restraint of Trade payments
		Confidentiality Agreements
	Permits & Licences	Licenses
		Authorisations
		Applications
		Registration
		Consents Approvals
Immoveable Property	Lease agreements	
Moveable Property - Equipment	Purchase Agreements	
	Lease Agreements	
	Credit Agreements	
Shareholding	Company Shareholding	
General	Correspondence	
	Memoranda	
	Electronic Mail	
	Minutes	
	Policies and Procedures	
	Disaster Recovery Plan	
PENSION	Fund	Fund details
		Actuary
		Employee benefits
		Member records
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes Policies and Procedures

		Disaster Recovery Plan
AUDIT	Auditors -- External	Auditors Audit Reports
	Internal Audit	Audit reports
	General	Correspondence Memoranda Electronic Mail Minutes Policies and Procedures Disaster Recovery Plan
CREDIT SERVICES	Customer	Credit evaluation Procedures Credit Granting Procedures Customer Details Payment Profiles Credit Application forms Communication Agreements (Terms & Conditions) Credit Information & records Voice Recordings Instruments of Debt
	Business	Supplier Supplier Agreements Remittance & Reconciliation Processes Confidentiality Agreements
	Mailing	Supplier Supplier Agreement Mailing schedules
	Agencies	Supplier Supplier Agreements Legal Process
	Printing & Stationery	Suppliers Supplier Agreements Policies and Procedures
	Microfinance	Regulatory Compliance
	General	Correspondence Memoranda Electronic Mail Minutes Policies and Procedures Disaster Recovery Plan Business Continuity plan
HUMAN RESOURCES	Policies and procedures	Manual
	Staff & employees	Terms & Conditions Employee Contracts

	Employee Details
	Employee Benefits
	Directors Contracts
	Directors Details
	Directors Benefits
	Share Incentive Scheme
	Severance & Retirement
	Communication
	Standard Procedures
	Code(s) of Conduct
	Performance Management
	Confidentiality Agreements
Recruitment	Policies & Procedures
	Suppliers
	Supplier Agreements
	Applicants Details
	CV's
	Interview Notes
	Communication
Legislation	Compliance
	Agreements
	Employment Equity Plan
	Skills Development Plan
	Occupational Health & Safety
	Plan
	Safety Standards
	SETA
IR Procedures	Labour Relations Act
	Policies & Procedures
	Disciplinary & Grievance
	Procedures
	Disciplinary & Grievance
	Hearings
Salaries	Staff Payroll
	Survey
	Supplier
	Supplier Agreement
	Remuneration Committee
	Reports
Training	Training Manuals
	Communication
	Assessment & Performance
	Management
	Standards & Guides
	Learning Contracts
	SETA
Medical Aid	Scheme
	Members
	Agreement
General	Correspondence

		Memoranda
		Electronic Mail
		Minutes
		Policies and Procedures
		Disaster Recovery Plan
INSURANCE AND RISK	Insurance	Underwritten Policy Agreements
		Supplier
		Supplier Agreements
		Claims Administration System
		Claims Records
		Legislative compliance
	Risk	Risk Committee
		Minutes
		Business Continuity Plan
		Risk Assessments
		Risk Policy
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies and procedures
		Disaster Recovery Plan
		Business Continuity Plan
INFORMATION TECHNOLOGY	Hardware	Technical Infrastructure
		Technical Specifications
		Design Infrastructure
		Security Standards
		Supplier
		Supplier Agreements
		Technical Specifications
	Software	Supplier
		Supplier Agreements
		Design Specifications
		Technical Specifications
		Development data
		Development specifications
		Research development tools
		Licences
		Prototypes
		Security Standards
		Scorecards
	Data	Technical information
		Research
		Programme specifications
		Programme libraries
		Source libraries
		Data base administration
		Information Warehouse

	Electronic mail & website	Protocol & Programmes
		Electronic Mail
		Supplier
		Supplier Agreements
		Statutory Compliance
		Certificates
	Change Control	Policies and Procedures
		General Controls
		Logistical Access
		Schedules
	Outsourced Operations	Suppliers
		Supplier Agreements
	Support	Vendor
		User
		Maintenance Agreements
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Confidentiality Agreements
		Disaster Recovery Plan
		Business Continuity Plan
MARKETING	Customer	Market Analysis & Research
		Customer Survey
		Strategy
		Mailing Schedules
		Tracking Schedules
		Rate Tables
		Policies and Procedures
	Supplier	Supplier
		Supplier Agreements
		Communication
	Lists	Supplier
		Supplier Agreement
	Brand	Strategy
		Blueprint
		Market Position
		Communication
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies and Procedures
		Disaster Recovery Plan
		Business Continuity Plan
OPERATIONS	Call Centre & Collections	Standard Operating Procedures
		Business Continuity Plans

		Supplier
		Supplier Agreements
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies & Procedures
		Disaster Recovery Plan
		Business Continuity Plan
POLICY, STRATEGY & BUDGETING	Strategy	Strategic Plan
		Process Plan
		New Business Plan
	Budget	Budget
		Guidelines
		Projections
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies & Procedures
SERVICES	Assets	Supplier
		Supplier Agreements
		Asset Agreements
		Assets Register
		Asset Utilisation Register
	Stationery	Supplier
		Supplier Agreements
		Purchasing Schedules
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies & Procedures
		Disaster Recovery Plan
		Business Continuity Plan
TREASURY & FINANCE	Executive	Executive report
		Annual Financial Statements
	Banking	Banking Accounts & Facilities
		Guarantees & Indemnities
		Receipt & Reconciliation procedures
		Loan Agreements
	VAT & Taxation	Statutory Returns

	Rental	Payments and Receipts
		Agreements
	Creditors & Suppliers	Supplier
		Supplier Agreements
		Reconciliation
	Forecasting & Budgeting	Income & Expenditure
		Balance Sheet
		Cash
		Borrowings
	Reconciliation	Audit
		Assets
		Cash
		General Ledger
		Accounting Procedures
		Transactions
	General	Correspondence
		Memoranda
		Electronic Mail
		Minutes
		Policies and Procedures
		Disaster Recovery Plan
		Business Continuity Plan

4.3 How do you request records?

When requesting a record, the following procedures must be followed.

- You must use the prescribed form to make the request for access to a record. (You can find the form at the end of this manual).
- Your request must be made to our Information Officer.
- Your request must be made to the address, or fax number or electronic mail address as set out under 1 above.
- You must provide sufficient detail on the request form to enable the Information Officer to clearly identify the record as well as your specific identity.
- You must also indicate which form of access you require.
- You must also indicate if you wish to be informed in any other manner and if so, you must state the necessary particulars required to be so informed.
- You must identify the right that you are seeking to protect or that you wish to exercise and you must provide an explanation as to why the requested record is required for the protection or exercise of that right.
- If you are making the request on behalf of another person, you must submit proof, to the satisfaction of the Information Officer, of the capacity in which you are making the request.
- The prescribed fee (if any) must be paid as set out in 7 below).

5. Other information as may be prescribed in terms of Section 51(1)(f)

In terms of this Section, the Minister may publish a notice prescribing any other information that companies will have to disclose. The Minister has not yet published this Notice.

6. Availability of the manual (in terms of Section 51(3))

- 6.1 This manual is available for inspection during office hours, at no cost, at our offices situated at Lefic Centre, 342 Voortrekker Road, Parow East, Cape Town.
- 6.2 Should you wish to obtain a copy of this manual, or part thereof, such copy can be obtained from either:
- 6.2.1 Our head office, at the prescribed fee as set out in Item 1 of Part III of the Fee Schedule; or
- 6.2.2 The South African Human rights Commission. Please direct your query for a copy directly to the SAHRC details of which are set out in 2 above; or
- 6.2.3 The Government Gazette (the Government Printers); or
- 6.2.4 it can be obtained by electronic mail request via our website at www.rcspf.co.za

7. Prescribed fees.

- Once your request is made, you will receive notice from us to pay the prescribed fee of R50.00.
- This prescribed fee must be paid before your request will be processed.
- Payment of this fee is to be made directly to RCS Personal Finance (Pty) Ltd, in the following manner:
 - By direct payment into our banking account, the details of which are available on request from the information officer at the address and telephone/fax details as set out in 1 above.
 - Immediately after you have made the deposit, you must fax the deposit slip to (021) 935 2744 marked "The Information Officer."
- If you are making a request in your personal capacity, payment of the prescribed fee of R50.00 is not required.
- We will then make a decision in respect of your request and will notify you of our decision
- Should your request be refused, you may lodge an application at court against the tender or payment of the requested fee as will be advised in the Notice to you (in terms of (sec 54(3)(b) of the Act).
- If your request is granted then you will have to pay a further access fee for the search, reproduction and preparation of the record as well as for any time, that has exceeded the prescribed hours, to search and in order prepare the record for disclosure to you (in terms of sec 54(6)) of the Act).
- The fees are set out in the schedule below, marked "Fees payable to RCS Personal Finance (Pty) Ltd".

VALUE ADDED TAX: Please note that RCS Personal Finance (Pty) Ltd is registered under the Value-Added Tax Act (Act No. 89 of 1991) as a vendor and may in terms thereof add value-added tax (VAT) to all fees prescribed below.

FEE PAYABLE TO RCS PERSONAL FINANCE (PTY) LTD

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00

-
- | | | | |
|-----|------|---|-------|
| (d) | (i) | For a transcription of visual images,
for an A4-size page or part thereof | 40,00 |
| | (ii) | For a copy of visual images | 60,00 |
| (e) | (i) | For a transcription of an audio record,
for an A4-size page or part thereof | 20,00 |
| | (ii) | For a copy of an audio record | 30,00 |
| (f) | | To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation. | |
- (2) For purposes of section 54(2) of the Act, the following applies:
- (a) Six hours as the hours to be exceeded before a deposit is payable;
and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

8. Prescribed forms.

Your request must be set out in the prescribed form. A copy of this prescribed form is set out below.

REQUEST FOR ACCESS TO RECORD OF RCS PERSONAL FINANCE (PTY) LTD
 (Section 53(1) of the Promotion of Access to Information Act, 2000
 (Act No. 2 of 2000))

[Regulation 10]

A. RCS Personal Finance (Pty) Ltd

For attention: K.H. Westvig
 C. Teuteberg
 Lefico Centre
 342 Voortrekker Road, Parow East, 7500
 P.O.Box 6520, Parow East, 7501
 Fax: +27 21 935 2707
 Tel: +27 21 935 2744

B. Particulars of 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 given.*
 (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____

Identity number: _____

Postal address: _____

Physical Address: _____

Fax number: _____ Telephone number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person: _____

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 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. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

- (a) A request for access to 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 exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

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 hereunder, 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 in the specified form 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.

1. If the record is in written or printed form:

copy of record*	inspection of record
-----------------	----------------------

2. If record consists of visual images

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images	copy of the images*	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
	listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine-readable form:			
	printed copy of record*	printed copy of information derived from the record*	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.			YES NO

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.

- 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: _____

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

CITADEL LIFE LIMITED

MANUAL

Prepared in terms of Section 51 of
The Promotion of Access to Information Act 2 of 2000

For

Citadel Life Limited
Registration Number: 2000/010635/06
("the Company")

Introduction

The Company is a long term insurance company. This is the manual required in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") to assist persons in obtaining information from the Company, as provided for in the Act.

Contact details: head of private body for the purposes of the Act

Citadel Life Limited

Designation: Managing Director

Postal address:

P O Box 23388

Claremont

7735

Street Address:

Boundary Terraces

2nd Floor

Travers House

1 Mariendahl Lane

Newlands

Cape Town

7700

Telephone number: (021) 870 9100

Fax number: (021) 870 9178

E-mail address: cas@citadel.co.za

South African Human Rights Commission guide on how to use the Act

This guide will be available from the South African Human Rights Commission, not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

Postal address:

Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

Description of records available in terms of other legislation

The following records are available in terms of legislation, other than the Act:

- All records required to be available in terms of the company laws of South Africa.
- All records kept in terms of legislation applicable to the business conducted by the Company and the financial services industry in general.

Access to records

Records regarding the following subjects are held:

- Records required in terms of company law
- Records required in terms of other legislation applicable to the business of the Company
- The products offered by the Company
- Policyholders.

The following categories of records may be held in relation to the above subjects:

- Confidential
- Personal
- Commercial
- Financial
- Group/company incorporation
- Legal
- Trade
- Business
- Investor.

How to request information

- The prescribed application form must be completed. If the requester needs help on where to obtain the application form, or any other matter, the requester can contact the head of the company for the purposes of the Act (see contact details above).
- Sufficient detail must be provided on the request form to enable the head of the private body to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The completed application form must be sent to the postal address or fax number set out above, for the company concerned, and marked for the attention of the head of the company for the purposes of the Act (see designation set out above).

- The application will be processed and the requester will be informed of the fees (if any) which must be paid and of the different procedures that must be followed until the application is finalised.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

Availability of the manual

A copy of this manual is available at the companies' offices, through the South African Human Rights Commission and in the government gazette.

Acknowledgement:

In compiling this manual reference has been made to the blueprint for private bodies for the manual required in terms of section 51 of the Act, provided by the South African Human Rights Commission.

MANUAL

Prepared in terms of Section 51 of

The Promotion of Access to Information Act 2 of 2000

For

Citadel Administration Services (Proprietary) Limited
(Registration Number: 1999/10434/07)
("the Company")

Introduction

The Company is a Linked Investment Service Provider. This is the manual required in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") to assist persons in obtaining information from the Company, as provided for in the Act.

Contact details: head of private body for the purposes of the Act**Citadel Administration Services (Pty) Limited**

Designation: Managing Director

Postal address:

P O Box 23388

Claremont

7735

Street Address:

Boundary Terraces

2nd Floor

Travers House

1 Mariendahl Lane

Newlands

Cape Town

7700

Telephone number: (021) 670 9100

Fax number: (021) 670 9178

E-mail address: cas@citadel.co.za

South African Human Rights Commission guide on how to use the Act

This guide will be available from the South African Human Rights Commission, not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

Postal address:

Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

Description of records available in terms of other legislation

The following records are available in terms of legislation, other than the Act:

- All records required to be available in terms of the company laws of South Africa.
- All records kept in terms of legislation applicable to the business conducted by the Company and the financial services industry in general.

Access to records

Records regarding the following subjects are held:

- Records required in terms of company law
- Records required in terms of other legislation applicable to the business of the Company
- The services offered by the Company
- Investors
- Investments and investment management
- Research conducted
- Employees.

The following categories of records may be held in relation to the above subjects:

- Confidential
- Personal
- Commercial
- Financial
- Group/company incorporation
- Legal
- Trade
- Business
- investor.

How to request information

- The prescribed application form must be completed. If the requester needs help on where to obtain the application form, or any other matter, the requester can contact the head of the company for the purposes of the Act (see contact details above).
- Sufficient detail must be provided on the request form to enable the head of the private body to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The completed application form must be sent to the postal address or fax number set out above, for the company concerned, and marked for the attention of the head of the company for the purposes of the Act (see designation set out above).

- The application will be processed and the requester will be informed of the fees (if any) which must be paid and of the different procedures that must be followed until the application is finalised.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

Availability of the manual

A copy of this manual is available at the companies' offices, through the South African Human Rights Commission and in the government gazette.

Acknowledgement:

In compiling this manual reference has been made to the blueprint for private bodies for the manual required in terms of section 51 of the Act, provided by the South African Human Rights Commission.

THE HANNOVER REINSURANCE GROUP AFRICA (PTY) LTD**MANUAL PREPARED IN ACCORDANCE WITH****SECTION 51 OF THE****PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000****FOR****THE HANNOVER REINSURANCE GROUP AFRICA (PTY) LTD**

(Based on the format suggested by The South African Human Rights Commission)

1. Introduction to THE HANNOVER REINSURANCE GROUP AFRICA

The Hannover Reinsurance Group of Africa is part of the worldwide Hannover Rückversicherungs-Aktiengesellschaft Group, based in Hannover Germany, which is the fifth largest reinsurance group in the world.

The Group conducts reinsurance and related business in South Africa as well as in certain other countries in Africa, and comprises the following companies:

- a) The Hannover Reinsurance Group Africa (Pty) Ltd (Registration No.: 1980/008079/07) which is the holding company of the Africa group;
- b) Hannover Reinsurance Africa Ltd (Registration No.: 1953/000201/06) which is registered and licensed to reinsure all non-life insurance business;
- c) Hannover Life Reinsurance Africa Limited (Registration No.: 1972/003347/06) which is registered and licensed to reinsure all life insurance business;
- d) Lireas Holdings (Pty) Ltd (Registration No.: 1972/003346/07) which is the strategic investment holding company for the Group;
- e) Hannover Reinsurance Mauritius Limited which is a company duly incorporated in Mauritius.

This manual provides the relevant information for the whole Group (excluding Hannover Reinsurance Mauritius Limited), as these Group companies have the same head, the same physical and postal addresses, the same contact person, and the same contact details.

2. Contact details

<u>Head:</u>	Mr Achim Klennert (Group Managing Director)
<u>Contact Person:</u>	Mr Bill Skirving (Compliance Officer).
<u>Physical Address:</u>	Hillside House; cnr Empire and Hillside Roads; Parktown, Johannesburg 2193.

Postal Address: P O Box 10842; Johannesburg; 2000; South Africa.
Telephone: (+2711) 481-6500
Voice Mail: (+2711) 481-6555
Telefax: (+2711) 484-3330
email: customercare@hannover-re.co.za
website: www.hannover-re.co.za

3. The section 10 Guide on how to use the Act

The Guide will be available from the South African Human Rights Commission by not later than August 2003. 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
E-mail: PAIA@sahrc.org.za

4. Records in terms of any other legislation

- 1) The company records required by the Registrar of Companies in terms of the **Companies Act**, 61 of 1973.
- 2) The insurance records required by the Registrar of Short-term Insurance in terms of the **Short-Term Insurance Act** 53, of 1998.
- 3) The insurance records required by the Registrar of Long-term Insurance in terms of the **Long-Term Insurance Act**, 52 of 1998;
- 4) The insurance and related records required by the Financial Services Board as regulated by:
the **Financial Services Board Act**, 97 of 1990; and
the **Inspection of Financial Institutions Act**, 80 of 1998.
- 5) The tax records filed in accordance with;
the **Income Tax Act** 58 of 1962, and
the **Value-Added Tax Act**, 89 of 1991.

- 6) The human resources and related records required in terms of;
the **Unemployed Insurance Act**, 30 of 1966;
the **Occupational Health and Safety Act**, 85 of 1993;
the **Labour Relations Act**, 66 of 1995;
the **Basic Conditions of Employment Act**, 75 of 1997;
the **Employment Equity Act**, 55 of 1998;
the **Skills Development Levies Act**, 9 of 1999

5. **Access to the records held by the private body in question**

i) **The categories of records that are available without a person having to request access in terms of this Act:**

- The Group's Annual Reports, including the audited annual financial statements.
- The Group's WebPage (www.hannover-re.co.za), which is accessible to anyone who has access to the internet, and which contains the following categories:
 - About the Group
 - Products and Services
 - News Desk
 - Publications
 - Our People
 - Hannover re worldwide

ii) **A description of the records that may be requested, and the categories in which these subjects are classed:**

- **Operational Information**

This is the information relating to the business activities of the Group, and includes information such as the records of claims and premiums, the relevant slips, covernotes, and other contractual documents relating to the reinsurance treaty and facultative arrangements for the short-term and long-term reinsurance business undertaken by the Group; retrocession arrangements; accounting and investment activities.
- **Administration Information**

This is the information relating to the day-to-day running of the Group, and is generally of little or no use to persons outside the organisation. This information includes items such as the internal telephone lists, address lists, company policies, company contracts, employee records and general "house keeping" information.
- **Communications**

This includes correspondence to and from persons within and without the Group.

iii) The request procedures**Form of request:**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

Fees:

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee that the requester must pay to a private body is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

6. Other information as may be prescribed

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

7. Availability of the manual

The manual is also available for inspection at the Group's offices; and copies will be available with the SAHRC, in the Gazette and on the website.

INFORMATION MANUAL FOR KNIGHT PIÉSOLD (PTY) LTD

Knight Piésold is a consulting engineering company which provides engineering services to clients in a number of fields.

This Manual has been prepared in accordance with section 51 of the "Promotion of Access to Information Act", act no 2 of 2000 ("TheAct")

INFORMATION REQUIRED UNDER SECTION 51 (1) (a) OF THE ACT

Name of Body: Knight Piésold (Pty) Ltd

Head of Body: Mr L Furstenburg

Address: T C Watermeyer Centre
Corner 10th Ave and Rivonia Boulevard
Rivonia

Postal Address: P O Box 221
Rivonia
2128

Telephone No: (011) 806-7040

Fax No: (011) 806-7100

e-mail: leon.furstenburg@knightpiesold.co.za

INFORMATION REQUIRED UNDER SECTION 51 (1) (b) OF THE ACT

Section 51(1)(b) of the Act calls for a description of the guide referred to in section 10 of the Act if available. This guide has been compiled by the Human Rights Commission and contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The guide is available from the Human Rights Commission. Please direct queries to:

The South African Human Rights Commission

PAIA Unit

The Research and Documentation Department

Private Bag 2700

2041 Houghton

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

e-mail: PAIA@sahrc.org.za

COPY OF NOTICE, IF ANY, REQUIRED UNDER SECTION 51(1)(c)

Not applicable

INFORMATION REQUIRED UNDER SECTION 51(1)(d) OF THE ACT

Records are kept in accordance with the following legislation:

Income Tax Act 58 of 1962 [section 75(1)]
Unemployment Insurance Act 30 of 1966 (sections 32 & 33)
Value-Added Tax Act 89 of 1991 (section 55)
Compensation for Occupational Injuries & Diseases Act 130 of 1993 (section 81)
Labour Relations Act 66 of 1995 (sections 98, 99 and 205)
Basic Conditions of Employment Act 75 of 1997 [sections 29(4) and 31]
Employment Equity Act 55 of 1998 (section 26)
Skills Development Levies Act 9 of 1999 (section 13)

INFORMATION REQUIRED UNDER SECTION 51(1)(e) OF THE ACT

Knight Piésold has a web page (www.knightpiesold.com) which is freely available to anyone with internet access. On the web page is information about the services which the Company provides to clients, company newsletters and contact details.

Knight Piésold has a Company Library consisting of material on mainly engineering related topics. This material is in the form of journals and books. The collection can be accessed via the national inter-library loan system. Persons wishing to make use of the facilities may do so by appointment only. Costs for this service are for the account of the user.

Other Records:

Constitution of the company including memorandum and articles of association, minutes of meetings, shareholders agreements and directors' lists.

Financial records including documents relating to taxation, banking, insurance, movable and immovable property, trading agreements and commitments, financial audits.

Personnel records

Intellectual property including documentation relating to contracts undertaken by the company.

Documents relating to pension and provident funds

REQUEST PROCEDURE

Form of request:

A requester must use the prescribed form in terms of the regulations to make a request for access to information. The request must be addressed to L Furstenburg and may be made by post, fax or electronic means.

A requester must provide sufficient detail on the request form to enable Knight Piésold to identify the record and the requester. The requester should indicate in what form access is required.

The requester must identify the right that he or she is seeking to exercise and provide an explanation of why the requested record is needed for the exercise or protection of that right.

If a request is made on behalf of a person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the company head.

Fees:

Where applicable in terms of section 54 of the Act and the relevant regulations, a prescribed fee may be payable. The requester will be notified of this fee. Prescribed fees and forms are available from the South African Human Rights Commission and have been published in Regulation Gazette 22125 of the 9 March 2001 available from the Government Printer.

AVAILABILITY OF THE MANUAL

This manual is available for inspection at the company offices in Rivonia. Copies are also available from the Human Rights Commission and the government printer.



ACCESS TO INFORMATION MANUAL

Compiled in terms of Section 51 of the Promotion of Access to Information Act, No.2 of 2000

This Manual applies to information held by:

- **Vodacom Group (Pty) Ltd,**
- **Vodacom (Pty) Ltd,**
- **Vodacom Service Provider Company (Pty) Ltd**
- **Vodacom International Holding Company (Pty) Ltd.**

The Manual is available on the Vodacom website (www.vodacom.net) as well as from the Human Rights Commission.

In terms of section 51(2) of the Promotion of Access to Information Act, this Manual will be updated as and when the need arises.

1. INTRODUCTION
2. OBJECTIVES OF MANUAL
3. LIST OF RECORDS AND INFORMATION
4. ENTRY POINT FOR REQUESTS
5. WHO MAY REQUEST INFORMATION OR RECORDS IN TERMS OF THE ACT
 - 5.1 The Purpose for which Information is required
 - 5.2 Requester Categories:
6. REQUEST PROCEDURE
 - 6.1 Completion of Form C
 - 6.2 Proof of Identity:
 - 6.3 Vodago Certificate
7. REQUEST FEES
8. GRANTING OR REFUSAL OF REQUESTS
9. APPEAL
10. THE HUMAN RIGHTS COMMISSION GUIDE
11. OTHER LEGISLATION IN TERMS OF WHICH INFORMATION MAY BE REQUESTED -section 51 (d)
12. DESCRIPTION OF SUBJECTS AND CATEGORIES OF INFORMATION ON WHICH THE AFOREMENTIONED COMPANIES HOLD RECORDS- section 51(e)
13. FORM C
14. CHARGE SHEET

1. INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 ("the Act") came into operation on 9 March 2001. The Act seeks to give natural and/or juristic persons the right of access to records held by either a private or public body, subject to certain limitations, in order to enable them to exercise or protect their rights.

Section 51 of the Act obliges private bodies to compile a Manual which would assist a person to obtain access to information held by such a private body and stipulates the minimum requirements a manual has to comply with. Section 51 requires a manual to contain the following:

- Postal and street address, phone and fax number and, if available, the electronic mail address of the head of the private body;
- A description of the guide referred to in section 10 of the Act, *if available*, and how to obtain access to it.
- Categories of information available without formal request, *if any*.
- A description of the records available in accordance with any other legislation
- A description of the subjects on which the body holds records and the categories of records held on each subject,
- Such other information as may be prescribed.

2. OBJECTIVES OF MANUAL

The objectives of this Manual are:

- To provide a list of all records held by the mentioned companies;
- To set out the requirements with regard to who may request information in terms of the Act as well as the grounds on which a request may be denied;
- To define the manner and form in which a request for information must be submitted;

3. LIST OF RECORDS AND INFORMATION

The information held by the aforementioned companies has been divided into two hundred categories. These categories have been grouped into twelve subjects, each of which describes a single business entity, for example, "Human Resources". For ease of understanding and navigation, an additional level has been added between the "subject" and "category" levels. This additional level describes more accurately the sub-set of categories that falls under it. For example, under the additional level, the subject "Performance and Remuneration" is made up of information categories describing payroll, bonus and incentives, and employee performance information. The categories of information are not exhaustive but are merely meant to give a broad indication of the information subject and categories held by Vodacom, without specification. A category may therefore contain sub-categories and sub-sets of information, which are not specifically listed. (*See Page 9 below*)

4. ENTRY POINT FOR REQUESTS

In order to ensure that the mentioned Vodacom companies comply with the Act the managing directors of the mentioned companies have designated Vodacom Customer Care as the *only* entry point through which any request in terms of the Act must be channelled.

All requests in terms of the Act must be addressed to:

VODACOM CUSTOMER CARE:

PHYSICAL ADDRESS

Vodacom Customer Care
082 Alexandra Street
BELLVILLE
7530

POSTAL ADDRESS

Vodacom Customer Care
PO Box 7243
CAPE TOWN
8000

OTHER

Telephone: (082) 111
Facsimile: (021) 940 9522
Electronic mail: cc_ct@vodacom.co.za

5. WHO MAY REQUEST INFORMATION OR RECORDS IN TERMS OF THE ACT

5.1 The Purpose for which Information is required

The Act provides that a person may only request information in terms of the Act, *if the information is required for the exercise or protection of a right.*

Information will therefore not be furnished unless a person clearly provides sufficient particulars to enable the company to identify the right the requester is seeking to protect as well as an explanation of why the requested information is required for the exercise or protection of that right.

5.2 Requester Categories:

The capacity in which a requester requests information will determine the category he or she falls in. Please note that the requester category has a bearing on the charges pertaining to the access to information. (*See Page 31 and Request Fees below*).

Requesters have been classified into four categories:

- A Personal Requester: - requests personal information *about himself/herself*.
- A Representative Requester: - requests information *on behalf of someone else*.

- A Third Party Requester: - requests personal information *of another person*.
- A Public Body: - requests information *in the public interest*.

6. REQUEST PROCEDURE

6.1 Completion of Form C

Any request for information in terms of this Act must be contained in Form C. (*See Page 22*). This formality is prescribed by the Act.

Form C must be completed in full and returned to Vodacom Customer Care together with any other information that the mentioned companies require in order to consider and decide on the request. A request, which does not comply with the formalities, as prescribed by the Act will be forwarded back to the requester with advice on the necessary steps for compliance. This includes Forms that are not completed in full.

Vodacom Customer Care will not consider a request unless it is contained in Form C. Vodacom Customer Care will make copies of the mentioned form available on request.

6.2 Proof of Identity:

Proof of identity is required to authenticate the request and the requester. In view hereof, a requester will, in addition to Form C, be required to submit acceptable proof of identity such as a certified copy of their identity document or other legal forms of identity.

6.3 Vodago Certificate

In case where information or records pertaining to any of Vodacom's prepaid products (other than marketing information) is requested, the requester will have to prove ownership of the Prepaid SIM (Subscriber Identity Module) to which the requested information or records relate. Vodacom will therefore, in addition to the proof of identity, require the Vodago Certificate. A requester will also be required to confirm by means of a sworn affidavit (signed before a Commissioner of Oaths) that the information he requests relates to him personally as the holder of a Vodago Pre-paid SIM card..

7. REQUEST FEES

Section 54 of the Act entitles a company to levy a charge or request fee to enable the company to recover the cost of processing a request and giving access to records in terms of the Act. The fees that may be charged have been published by the Minister of Justice and are set out on page 33.

Note that where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.

8. GRANTING OR REFUSAL OF REQUESTS

All requests complying with the requirements set out above will be processed and considered expeditiously.

Please note that the Act stipulates the following grounds for refusing requests for information:

- Mandatory protection of the privacy of a third party who is a natural person [section 63]
- Mandatory protection of commercial information of a third party [section 64]
- Mandatory protection of certain confidential information of a third party [section 65]
- Mandatory protection of safety of individuals and protection of property [section 66]
- Mandatory protection of records privileged from production in legal proceedings [section 67]
- Commercial information of the private body [section 68]
- Mandatory protection of research information of third party and of the private body [section 69].

Whatever decision is taken, the requester will be given notice of the decision in writing. The Act requires that such notification be given within 30 days of the decision being made. In case of a request being refused, the notification will include the reasons for the refusal.

Please note that Vodacom Customer Care may extend the thirty-day notice period if it is necessary due to the nature of the request and the amount of time required to gather the requested information. The requester will however be given notice of the extension prior to the 30 day period's expiry.

9. APPEAL

The Act does not require a company to establish an internal appeal structure for the purpose of allowing a requester who is aggrieved by a decision of the company to appeal such a decision. This requirement only applies to a public body.

A requester aggrieved by Vodacom's decision must therefore approach a court of law.

The Human Rights Commission's Guide might contain information on appeal procedures. It is expected that the mentioned Guide will be published on 15 August 2003.

10. THE HUMAN RIGHTS COMMISSION GUIDE

Section 10 of the Act imposes a duty on the Human Rights Commission to "compile in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. This Guide has to be published on 15 August 2003.

Details on how to obtain access to the mentioned guide were at the time of publication of this Manual not available. The Human Rights Commission may be contacted in this regard on the Human Rights Advice Line at 0860 120 120, during office hours between Monday and Friday.

11. OTHER LEGISLATION IN TERMS OF WHICH INFORMATION MAY BE REQUESTED -section 51 (d)

Information is furnished in terms of legislation other than the Promotion of Access to Information Act, as and when requested in terms of the relevant legislation below :

- Criminal Procedure Act, 1977, Act 51 of 1977;
- Drugs and Drug-trafficking Act, Act 140 of 1992;
- Interception and Monitoring Prohibition Act, Act 127 of 1992;
- Prevention of Organised Crime Act, Act 121 of 1998;
- Public Prosecution Authority Act, Act 32 of 1998;
- Income Tax Act, Act 58 of 1962
- Inside Trading Act, Act 135 of 1998
- Intelligence Services Act No 38 of 1994
- General Laws 6 Amendment Act, 204 of 1993
- Environmental Conservation Act, 1989
- Aviation Act, Act 74 of 1962.
- Telecommunications Act, Act 103 of 1996
- Value Added Tax Act, Act 89 of 1991
- Pension Funds Act, Act 24 of 1956
- Basic Conditions Of Employment Act, Act 75 of 1997
- Unemployment Insurance Act, Act 30 of 1966
- Skills Development Act, Act 97 of 1998
- Skill Development Levies Act, Act 9 of 1999
- Employment Equity Act, Act 55 of 1998
- Companies Act, Act 61 of 1973 (as amended)
- Competition Act, Act 89 of 1998
- Consumer Affairs Act, Act 23 of 1999
- Occupational Health and Safety Act, Act 85 of 1993
- Labour Relations Act, Act 127 of 1998
- Electronic Communications and Transactions Act, Act 25 of 2002

12. DESCRIPTION OF SUBJECTS AND CATEGORIES OF INFORMATION ON WHICH THE AFOREMENTIONED COMPANIES HOLD RECORDS- section 51(e)

Business partners

Information Category	Information Category Description
Commercial agreement with business partners	This is the document, which records the agreement with the business partner, and is the output of contractual negotiations undertaken previously. It is co-owned by the business unit(s) involved and Legal.
Contractual issues with Business Partners	All information related to reaching an agreement with a business partner, for example correspondence and minutes of meetings prior to the actual agreement, including details related to the agreement itself.

Corporate Social Investment

Information Category	Information Category Description
Corporate Social Investment - Application for Funding	The details of all Corporate Social Investment applications received for funding by Vodacom Foundation.
Corporate Social Investment - Projects	Details of the projects that have been approved and are underway.
Corporate Social Investment - Vodacom response	The information relating to process of approval or rejection of the applications received for Corporate Social Investment.

External Communication

Information Category	Information Category Description
External Publication	All publications for external bodies, includes all press clippings
Press Release/Communiqué	Issuing of media statements, press releases, official speeches etc.
Web and Magazine Content	Content available on Vodacom internet sites (for e.g. vodacom.net) and magazines (for e.g. Vodaworld Magazine) as well as at POS (Point of Sale) Kiosks (e.g. at Vodaworld).

Government Protocol

Information Category	Information Category Description
South African Government structure	Details of the structure and holders of the South African government
South African Parliament structure	Details of the structure and holders of the South African parliament
Visiting Foreign Governments structure	Details of the positions held by foreign government visitors to South Africa

Legal

Information Category	Information Category Description
Finalised litigation	Litigation that has been concluded by court process or mutual consent

Management

Information Category	Information Category Description
Board reports & meeting minutes	Reports prepared for the board meetings, and the subsequent minutes recording these meetings.
Project Activity and Schedule	Details of projects (tasks, resources, dependencies, durations, etc.)
Project Lifecycle and Macro Plan Information	This records the status and overarching objectives of the project. Project planning is undertaken according to the "Manage by Project" standard and all projects are registered in a project register.

Regulatory

Information Category	Information Category Description
Compliance certification	Compliance to international standards such as ISO9000 and COBIT
Compliance to license	The criteria related to the Mobile Telecommunications License conditions, as well as the performance against those conditions. Some metrics are number of subscribers, network rollout, performance and coverage, community, customer care and emergency services, documented in the Cellular Operator's Report.
Policies and procedures	The documented policies and procedures of Vodacom's business processes and practices, for example relating to customer complaints.

Regulatory Submissions

Information Category	Information Category Description
Draft Legislations, Draft Regulations, Policy Directives	Information on draft legislation, regulations and policy directives

VIP events

Information Category	Information Category Description
VIP event management	Vodacom Events with business partners and other third parties and including staff functions of a high profile.

Customer

Customer Information

Information Category	Information Category Description
Customer Contract Details	Contract customer details received during application process
Customer Credit Checking	Criteria and results of the credit checking process for customers requiring a contract
Customer Detail	All other customer details recorded during customer creation process, which are not covered by information categories Customer Contract Details and Customer Credit Checking, and including customer preferences.
Customer passwords & identification	Passwords, for e.g. PIN and PUK, and identification required for release
Customer Profile	Information relating to the customer profile, for e.g. which services are activated
Customer Type	Information relating to the customer type, for e.g. reflects type of tariff plan.
Loyalty Award	Information relating to awards given to loyal customers.
Number and growth of subscribers	The count of active subscribers and prepaid customers as measured at a certain period, and the growth this reflects.
Payment History	Information relating to payments made.
Subscriber demographics	The subset of customer information which describes the demographic information of that subscriber.

Customer Management

Information Category	Information Category Description
Churn	The number of subscribers and prepaid users disconnected from the network, expressed as a percentage of all subscribers and prepaid users.
Customer Satisfaction Metrics	Research and measurement of customer satisfaction.

Customer Segments/Markets	The categories into which the market (potential customers) and active customers are divided.
Customer Sensitivity Analysis	The information measuring the customers' propensity to churn.
Customer Survey	The information relating to a customer survey (survey, respondents, feedback etc.)

Retail account

Information Category	Information Category Description
Account Holder	Information relating to the entity (individual or organisation) to whom the bill is addressed
Account Information	Information about the account (balance, status etc.)
Contract Customer Bill	The billing information prepared for post-paid customers
Contract Payment	Payment details (payment date, amount, method etc.)
Prepaid Customer Account Balance	Details of the prepaid customer's account balance

Customer Support

Call Centre Management

Information Category	Information Category Description
Call Center Performance	The performance of the call centre in answering and resolving customer enquiries
Call Centre Agent Schedule	The planned and actual schedule of call centre agents (includes bonus schedule).
Call Centre Benchmark Result	The results of special tests (benchmarks) when performance is monitored for specific reasons

Customer Interaction

Information Category	Information Category Description
Call Centre Call Data	The details of calls handled by the call centre (call centre agent, time, duration, query, etc.)
Customer Complaint	Details of specific customer complaints which are (or have been) communicated to ASA (Advertising Standards Authority)
Customer Frequently Asked Questions (FAQ) database	Information on the most frequently asked questions
Customer Inquiry	Details of general customer inquiries
Customer Service Request	A service request is the recording of an issue raised by a customer which requires attention.
Outbound Response	Information relating to responses communicated to customers
VIP customer complaints	The complaints of customers categorised as VIP customers

Distribution Channel

Distribution Channel Management

Information Category	Information Category Description
Dealer Competitive Information	Information relating to the market conditions and environment for dealers
Dealer Promotion	Information relating to dealer promotions (type of handset, price, conditions etc.)
Field Marketing Executive (FME) Visit	Information relating to the visit of a FME (to a dealer)

Distribution Channel Structure

Information Category	Information Category Description
Community Services' dealer commission	The commission paid to Community Services' dealers
Community Services Phone Shop / Container	Information on Community Services phone shops (type, location, number of, size of, etc.)
Dealer	Dealer information
Franchise vetting	The criteria and results of the credit checking process for franchisees
Franchisee	Franchisee information
Independent Service Provider	Information about Service Providers who are independent of Vodacom Group (dual SPs)
Outlet	Information about the outlet (location, size, type, etc.)
Retailer	Retailer information
Sales Cluster	The geographic area within South Africa in which a sale took place

Finance

Accounting

Information Category	Information Category Description
Budget	Budget information (amount, code, responsibility)
Cash / Bank Transaction	Information generated by a financial transaction as a result of the flow of information to or from Vodacom
Creditor	Creditor information (name, amount, status, etc.)
Debtor	Debtor information (name, amount, status, etc.)
Electricity bill payment	Specific information generated with respect to the electricity consumed by Vodacom GSM network element devices installed on sites not owned by Vodacom, as well as electricity consumed in Vodacom's administrative buildings.
Financial transactions	Information generated by a financial transaction
General Ledger Account	General Ledger Account information (code, name, responsibility)
Payment terms	The details of payment terms with creditors and

Information Category	Information Category Description
	debtors
Property rental value	The rental paid / due from Vodacom sites
Vodacom Invoice	Invoices from Vodacom to debtors

Asset

Information Category	Information Category Description
Asset	All assets, including the financial aspect of IT or GSM equipment

Financial Performance

Information Category	Information Category Description
Financial Management Statistics	The description, definition and measurement of financial metrics which measures the financial performance of the organisation and which are reported in the monthly management report
Financial Target	The planned goal of a financial metric (for example "Earnings before Income Tax, Depreciation and Amortisation")

Wholesale Bill

Information Category	Information Category Description
3rd Party Contract Wholesale Bill	Wholesale Billing information prepared related to contract customers' revenue, forwarded as invoices to Service Providers
3rd Party Interconnect Bill	Billing information prepared for third party network operators related to calls which originated and/or terminated on their networks, also presented as invoices
3rd Party Prepaid Wholesale Bill	Wholesale Billing information related to prepaid customers' revenue forwarded as invoices to Service Providers (for connection bonus purposes).

GSM and IT Network

GSM Device Site

Information Category	Information Category Description
Environmental Impact Assessment results	Information relating to Environmental Impact Assessments
Environmental standards	The environmental standards within which Vodacom needs to construct sites (for example cellular masts).
Site Detail	Details of the site of a Vodacom GSM network element
Site Maintenance	Information relating to site maintenance
Site Rollout Planned and Actual	This information is available regionally and

Information Category	Information Category Description
	nationally as part of the regional Project Management Work Order documentation. Available in hard copy format or software format.

GSM Network and IT Configuration

Information Category	Information Category Description
Actual and Planned Coverage	The areas of South Africa where coverage on the Vodacom network is received
GSM & Information Technology (IT) Network Device	This is any device on either the GSM or IT network. Examples are MSC / BSC / cell for GSM and server / PC / software for IT network.
GSM Network Equipment Configuration	The (initial) configuration and setup of GSM network equipment
Handset Detail	Details on handset (Make, model, settings etc.)
Information Technology (IT) Equipment Change History	Details of changes performed on Information Technology equipment
Information Technology (IT) Equipment Configuration	The (initial) configuration and setup of Information Technology equipment
Information Technology (IT) Performance Data	Measurements related to the performance of Information Technology equipment
Internal email - content and parties	Includes internet email originating from or terminating with Vodacom
Voice Mail Configuration	The (initial) configuration and setup of voicemail equipment

GSM Network and IT Statistics

Information Category	Information Category Description
GSM Network Capacity and Throughput Data	Information related to the capacity of the network (maximum planned) as well as the actuals being processed
GSM Network Performance Data	Measurements related to the performance of GSM network equipment
GSM Network Quality Indicator	Definitions and measurements of the quality of the network (for example number of dropped calls %)
GSM Network Test Result	Results of GSM network tests
Information Technology (IT) Capacity and Throughput Data	The measurement of IT equipment's performance.
Raw GSM Network Statistics	The unprocessed data relating to measurement of the GSM network
Transmission Performance	Measurements related to the performance of Transmission equipment

Technical Alarm / Event

Information Category	Information Category Description
GSM Network Alarm and Event	The information relating to an alarm, which is generated, alerting support personnel to a failure (or possible failure) of an element or elements in the GSM network.

Information Category	Information Category Description
GSM Network Equipment Fault History	The history of faults and resolutions relating to items of IT equipment
Information Technology (IT) Alarm and Event	The information relating to an alarm, which is generated, alerting support personnel to a failure (or possible failure) of an element or elements in the IT network.
Information Technology (IT) Equipment Fault History	The history of faults and resolutions relating to items of IT equipment

Human Resources

Internal Communication

Information Category	Information Category Description
Internal Communiqué	The information contained within any internal communication, via email or physical (paper) distribution. Examples are e-mail, Yeboflash and Vodacom Express.
Policy and Procedure Tracking and Documentation	The dissemination and implementation of policy and procedure information
Reference Material	Reference material used in internal communications
Research Material	Research material used in internal communications

Organisation Structure and Position

Information Category	Information Category Description
Archive of Senior Management Photographs	Photographs of senior management
Job Profiling	The categorisation of responsibilities associated with an employment position
Organisational Structure	The structure of the organisation into business units, commonly depicted in an organogram. This usually includes the top "n" levels of an organisation, for example the executive directors, name of departments reporting into their business units and position.
Position	The title and responsibilities of employment positions, including information related to the role and current incumbents. This includes information on contractors and other non-permanent staff members.

Performance and Remuneration

Information Category	Information Category Description
Employee Performance Record	The records relating to the employee performance, for example performance awards
Employee Timesheet Information	The records relating to the working hours' availability of an employee
Payroll	All information related to payment of an

Information Category	Information Category Description
	employee, for example payment method, bank account details, payment amount, payment date
Salary/Incentive/Bonus	Information related to the "package" of an individual, for example gross salary, PAYE amount etc.

Personnel Detail

Information Category	Information Category Description
Curriculum Vitae (CV) and Application Detail	Details of applicants for employment, including CV details
Disciplinary Record	Records of disciplinaries, for example, person, reason, status
Employee Lifecycle Information	The information about an employee "life" at Vodacom, i.e. when joined, promoted, positions held etc.
Employee Personal Detail	Personal details kept on employees, for example, next of kin

Personnel Development

Information Category	Information Category Description
Employee Promotion criteria	The criteria for promotion
Skill Level	The skills required for positions
Training Event / Course	Details of training courses available and held

Infrastructure

Facility

Information Category	Information Category Description
Bookings & appointments	Details of bookings for infrastructure elements, for example parking for visitors or video conference facilities
Facility/Security Access Record	Records of access to buildings by individuals
Loan Item	Items loaned to employees, for example training material
Office Layout and Maintenance	Details on office layout and maintenance performed, for example air-conditioning maintenance

Logistics

Audit Information

Information Category	Information Category Description
Inspection/Audit Result	Results of inspections and audits
Risk and Control	Details of known risks and measures to control those risks

Contract/SLA Management

Information Category	Information Category Description
Service Level Agreement	The details of service levels agreed between two parties.
Service Level Rating	The measurement of a service level's performance.
Supplier and Partner Contract/Agreement	The contract between a supplier and/or a business partner.

Inventory Control

Information Category	Information Category Description
Stock	The physical items required to be distributed throughout the Vodacom group, for example, SIM cards and Handsets distributed to the distribution channel outlets or the stock of equipment to upgrade the radio network stored in a warehouse distributed to the Network Operations' units.

Procurement

Information Category	Information Category Description
Information Service Provider	The information about an information service provider.
Manufacturer	Details related to a manufacturer who produces goods for Vodacom, for example Name, Address, Goods produced
Procurement decisions	Information related to procurement decisions
Request for Information (RFI)	Details contained within a request for information document, for example services and deliverables required
Statement of Work	The details related to a Statement of Work, including the deliverable specifications, due date, price, risks etc
Supplier	Details relating to Supplier for example, registered name, banking details, status
Supplier demographics	Demographics of suppliers, with specific attention to the Historically Disadvantaged Individual (HDI) indicators
Supplier Invoice	Details related to an invoice received from suppliers
Vodacom Purchase Order	Details related to the purchase order process which controls the operational and capital expenditure of Vodacom

Production

Information Category	Information Category Description
Operator Schedule	Details of Production operators' schedules.
Production Capacity and Throughput	Details of maximum production capability and current measurement of production.

Information Category	Information Category Description
Production Schedule	Details of scheduled production.

Sales and Marketing

Product/Service Management

Information Category	Information Category Description
Bearer Service	A bearer service is a basic service that provides the capabilities for the transmission of information between user-network interfaces.
Brand promotion	Information about promotions on Vodacom brands, including venue, date, format, leaflets, competition entry forms.
Brand tracking & research	Research and measurement of Vodacom's brands, done formally quarterly.
Price List (wholesale and retail)	Details of the available tariff plans, including prices, bundled minutes, services available etc
Product Configuration	Covered in the TAPCM, tariff and product configuration management, which covers product planning, designing, packaging, technical development and supply for a product, for example "Starter Pack Vodago".
Product Launch	Information related to the launch of a new or revamped product.
Product Life Cycle	The product life cycle is a sequence of stages (status) a product moves through from inception to decommissioning.
Product Package & Media	Information related to the packaging of hardcopy or software (CDs) or tariffs or VAS or handsets or at point of sale. Includes media strategy and planning information.
Product Performance Information	The metrics and performance of products
Product Specification	The specifications of a product
Sponsorships	Information about the sponsorships Vodacom is involved with which leverage the brand. These include Sport, cultural, CSR and broadcast.
Value Added Service	The information about value added services, for example voicemail.

Retail Sale

Information Category	Information Category Description
Customer Delivery	Information generated during a delivery of an item to a customer, for example delivery address of an upgrade handset
Customer Order	Information on a customer order
Point of Sale (POS) Merchandising material	All consumer educational literature, including leaflets, posters, in-kiosk branding, material from sponsorship properties such as Idols, Super 12 etc.

Sales Management

Information Category	Information Category Description
Advertisements and Promotions	Information related to advertising schedules, standards & content, as well as management of advertising agencies
Commission	Information on the commission a distribution channel receives for customer transactions, which may be a new subscription or usage.
Incentive and Target	Information on the incentives and targets a distribution channel receives for customer transactions, which may be a new subscription or usage.
Sales Figure and Target	Information on the actual sales as well as the target sales figures for the distribution channels

Wholesale Sales & Distribution

Information Category	Information Category Description
Dispatch	The information generated during the dispatch of goods to the distribution channel.
Wholesale Order (SIM card/Voucher)	Information on the orders received from distribution channel for SIM cards and vouchers.

Service

Fault

Information Category	Information Category Description
Diagnostic Support Information	The information generated by the diagnostic tests done on a faulty network element.
Trouble Ticket	Information on the faults logged (manually or automatically) for example date and time logged, element involved, type of problem. Also known as a service request.
Trouble Ticket Resolution	Information on the resolution of a trouble ticket, for example, time resolved.
Works Order	The information on planned engineering activity to network elements in order to install, maintain or upgrade it.

Service Event

Information Category	Information Category Description
Credit Card Recharge Transaction	The information generated during a credit card recharge transaction, for example date, amount.
Provisioning Command (recharge event)	The information created during a recharge event, which is disseminated throughout the GSM network.
Recharge Transaction	The information generated during a non-credit card recharge transaction, for example date, amount.
Service Event Information	The information related to events when services

Information Category	Information Category Description
	requested by a subscriber, for example, a request for the data service.
Subscription Item Activity	Information on activities (or events), which are related to the subscription, for example, SIM swap.

Service Profile

Information Category	Information Category Description
Service Profile	The information on which services a subscriber has currently access to.
Service Profile History	The history of events relating to service requests from subscribers

Usage

Legal & Criminal

Information Category	Information Category Description
Police Case	The information on police cases being investigated with the assistance of Vodacom.
Procedures & policies with regard to stolen phones	The information on the specific procedures and policies relating to the recording or handling of stolen phones.
Subpoena Request	The information on a subpoena request.
Suspected Fraud Alert	The information on alerts, which are triggered when fraud is suspected.

Usage Event

Information Category	Information Category Description
Call Data (Rated)	The information on call data which has been rated, i.e. billed according to the defined rules for the tariff which includes factors such as duration, time of day, called party, etc.
Call Data (Unrated)	The raw call data before it has been rated, and which contains information such as duration, which network elements carried the call etc.
GPRS Event Record	The information generated during a GPRS event.
Short Message Service (SMS) Event Record	The information generated during an SMS event, for example, date and time, number SMS'ed etc.
Traffic info	The information generated by aggregated traffic
Voice Mail Event Record	The information generated during a voicemail event, for example voicemail box, date, time, message etc.

13. 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 Head: _____

B. Particulars of 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 given.*
 (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname:

Identity number:

Postal address:

Fax number: _____ Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

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 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. Description of record or relevant part of the record:

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

(a) A request for access to 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 exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

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 hereunder, 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 in the specified form 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.

1. If the record is in written or printed form:

	copy of record*	inspection of record
--	-----------------	----------------------

2. If record consists of visual images
(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):

	view the images	copy of the images*	transcription of the images*
--	-----------------	---------------------	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)
--	--	---

4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*	printed copy of information derived from the record*	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.	YES	NO
---	-----	----

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: _____

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

14. CHARGE SHEET

CHARGE SHEET FOR ACCESS TO INFORMATION
ACT 2/2000 REQUESTS

<p style="text-align: center;">REQUESTER'S DETAILS</p> <p>Name _____</p> <p>Address _____</p> <p>_____</p> <p>_____</p> <p>Ref No _____</p>	<p>PREPARED BY: DEPT: _____</p> <p>Name _____</p> <p>Date _____</p> <p>Signature _____</p> <p>Approved (Manager) _____</p>
--	---

1. ACCESS FEES FOR REPRODUCTION			
1.1	For every photocopy of an A4-size page or part thereof	R 1.10	
1.2	For every photocopy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R 0.75	
1.3	For a copy in a computer-readable form on stiffy disc	R 7.50	
1.4	For a copy in a computer-readable form on compact disc	R70.00	
1.5	For a transcription of visual images for an A4-size page or part thereof	R40.00	
1.6	For a copy of visual images	R60.00	
1.7	For a transcription of an audio record for an A4-size page or part thereof	R20.00	
1.8	For a copy of an audio record	R30.00	
2. ACCESS FEE FOR TIME SPENT			
2.1	The time reasonably required to search for the record for disclosure and preparation	R30.00/hr or part of	
3. REQUEST FEE			
3.1	For a request for access to a record by a person other than a personal requestor	R50.00	
4. DEPOSIT			
4.1	One third of the access fee is payable as a deposit by the requester		
4.2	Six hours as the hours to be exceeded before a deposit is payable		
5. POSTAL FEE			
5.1	When a copy of a record must be posted to the requestor	R9.75	
6. APPEAL FEES			
6.1	For lodging an internal appeal by a requester against the refusal of his/her request for access to a record	R 50.00	
7. VAT			
7.1	Private bodies registered under the Value Added Tax Act, 1991 May add VAT to all the above-mentioned fees		
8.1	TOTAL		

METATEK (PTY) LTD**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO2 OF 2000 ("the Act")****PART I***[Information required under the section 51 (1) (a) of the Act]*

Name of Body : Metatek (Pty) Ltd
Head of Body : Mr. C.F.P. de Vry, Chief Executive
Also Trading as : Meta Business Metrics (Pty) Ltd
Address : 105 Ciub Avenue, Waterkloof Heights, Pretoria
Postal Address : P.O. Box 11404, Queenswood, Pretoria, 0121
Telephone No. : +27 12 460 9000
Fax No. : + 27 12 346 7808
e-mail Address : enquiries@metatek.co.za

PART II*[Information required under the section 51 (1) (b) of the Act]*

Section 51 (1) (b) of the Act calls for a description of the guide referred to in section 10 of the Act, if available, and how to obtain access to it. The guide referred to in section 10 is a guide that must be compiled by the Human Rights Commission containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The regulations regarding the Promotion to Access to Information published under Government notice No. R187 of 15 February 2002 set forth how the Human Rights Commission should make the guide available.

PART III*[Copy of notice, if any, required under section 51 (1) (c) of the Act]*

Not applicable

PART IV*[Information required under the section 51 (1) (d) of the Act]*

Records are kept in accordance with the following legislation:

- Income Tax Act 58 of 1962 [section 75 (1)]
- Unemployed Insurance Act, 30 of 1968 (sections 32 and 33)
- Value-Added Tax Act, 89 of 1991 (section 55)
- Labour Relations Act 66 of 1995 (section 98,99 and 205)
- Basic Conditions of Employment Act, 75 of 1997 (sections 29 (4) and 31)
- Employment Equity Act of 1998 (section 26)
- Skills Development Levies Act of 1999 (section 13)

PART V*[Information required under the section 51 (1) (e) of the Act]***A. Web page and Library Records****Web Page**

The Web Page is accessible to anyone who has access to the internet at <http://www.metatek.co.za>. The web page has the following general categories:

- About Metatek.
- Metatek's service offering.
- How to contact us at Metatek.
- Publications.

Library

Metatek's Library consists of a collection of works on various business related topics. The material designation of the library is books and journals. Persons wishing to make use of the

facility may do so, but access is strictly by appointment only, and the cost that may be incurred will be for the account of the user.

B. Other Records

Operational Information

This information can be defined as information needed in the day-to-day running of the organisation and is generally of little use to persons outside the organisation. (Examples of such information are: Internal phone lists; Address lists; Requisitions; company policies and directives; employee records; operations knowledge base; configuration data and general house-keeping information)

Communications

(i.e. correspondence to and from persons within and without the organisation).

META SYSTEMS TECHNOLOGIES (PTY) LTD**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO2 OF 2000 ("the Act")****PART I***[Information required under the section 51 (1) (a) of the Act]*

Name of Body : **Meta Systems Technologies (Pty) Ltd**
Head of Body : **Mr. C.F.P. de Vry, Managing Director**
Address : **1300 Dickenson Ave, Waverley, Pretoria**
Postal Address : **P.O. Box 11404, Queenswood, Pretoria, 0121**
Telephone No. : **+27 12 460 9000**
Fax No. : **+ 27 12 332 3798**
e-mail Address : **mst@metatek.co.za**

PART II*[Information required under the section 51 (1) (b) of the Act]*

Section 51 (1) (b) of the Act calls for a description of the guide referred to in section 10 of the Act, if available, and how to obtain access to it. The guide referred to in section 10 is a guide that must be compiled by the Human Rights Commission containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The regulations regarding the Promotion to Access to Information published under Government notice No. R187 of 15 February 2002 set forth how the Human Rights Commission should make the guide available.

PART III*[Copy of notice, if any, required under section 51 (1) (c) of the Act]*

Not applicable

PART IV*[Information required under the section 51 (1) (d) of the Act]*

Records are kept in accordance with the following legislation:

- Income Tax Act 58 of 1962 [section 75 (1)]
- Unemployed Insurance Act, 30 of 1968 (sections 32 and 33)
- Value-Added Tax Act, 89 of 1991 (section 55)
- Labour Relations Act 66 of 1995 (section 98,99 and 205)
- Basic Conditions of Employment Act, 75 of 1997 (sections 29 (4) and 31)
- Employment Equity Act of 1998 (section26)
- Skills Development Levies Act of 1999 (section13)

PART V*[Information required under the section 51 (1) (e) of the Act]***A. Web page and Library Records****Web Page**

- The Web Page is currently planned for release at a later date.

Library

MST's library consists of a collection of works on various business related topics. The material designation of the library is books and journals. Persons wishing to make use of the facility may do so, but access is strictly by appointment only, and the cost that may be incurred will be for the account of the user.

B. Other Records**Operational Information**

This information can be defined as information needed in the day-to-day running of the organisation and is generally of little to use to persons outside the organisation. (Examples of

such information are: Internal phone lists; Address lists; Requisitions; company policies and directives; employee records; operations knowledge base; and general house-keeping information)

Communications

(i.e. correspondence to and from persons within and without the organisation).

SAPPI GROUP

MANUAL

REQUIRED BY SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000 IN RESPECT OF SAPPI LIMITED AND EACH OF ITS SUBSIDIARIES INCORPORATED AND CARRYING ON BUSINESS IN THE REPUBLIC OF SOUTH AFRICA INCLUDING UMKOMAAS LIGNIN (PTY) LTD (TRADING AS "LIGNOTECH SA")

1 INTERPRETATION

In this Manual, except where the context clearly indicates a contrary intention -

- 1.1 a reference to the singular includes the plural and vice versa, a reference to any particular gender includes the other genders, and the word "person" includes a trust, a company, a close corporation and any other juristic person and a partnership and any other body of persons (whether corporate or unincorporate);
- 1.2 any word or expression to which a meaning has been assigned in the Act bears that meaning;
- 1.3 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;
- 1.4 the following expressions shall bear the meanings assigned to them hereunder:
- 1.4.1 "the Act" means the Promotion of Access to Information Act, 2000, as amended from time to time and including the regulations promulgated in terms of the Act;
- 1.4.2 "business day" means any day other than a Saturday, Sunday or official public holiday in the Republic of South Africa;
- 1.4.3 "the company" means Sappi Limited or its applicable subsidiary, as the context or circumstances may require;
- 1.4.4 "the formal procedure" means the formal procedure described in clause 4 hereof;
- 1.4.5 "the informal procedure" means the informal procedure described in clause 3 hereof;

- 1.4.6 "the information head" means the official of the company duly authorised by the head (as defined in section 1 of the Act) as contemplated in section 1 of the Act;
- 1.4.7 "personal requester" means a requester seeking access to a record containing personal information about the requester;
- 1.4.8 "record" means recorded information in the possession or under the control of the company;
- 1.4.9 "the request liaison officer" means the person appointed by the company to facilitate or assist the information head with any request in terms of the Act.

2 PURPOSE

- 2.1 The purpose of this Manual is to facilitate requests for access to records of the company.
- 2.2 This Manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in the Act. Requesters are advised to familiarise themselves with the provisions of the Act before making any request to the company in terms of the Act.
- 2.3 Nothing stated in this Manual shall limit, or constitute a waiver of, any of the rights of the requester or of the company in terms of the Act.
- 2.4 The company makes no representation and gives no undertaking that the information in this Manual or any information provided by the company to a requester thereof is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk, and the company shall not be liable for any loss, expense, liability or claims, howsoever arising, resulting from any use of this Manual or of any information provided by the company or from any error therein.
- 2.5 All users irrevocably agree to submit exclusively to the laws of the Republic of South Africa and to the exclusive jurisdiction of the courts of the Republic of South Africa in respect of any dispute arising out of the use of this Manual or of any information provided by the company.

3 INFORMAL PROCEDURE FOR REQUESTING RECORDS AUTOMATICALLY AVAILABLE

- 3.1 Where the record to be requested -
- 3.1.1 relates to a single Sappi division, factory or other business unit ("Sappi unit"); and
- 3.1.2 access thereto is likely to be given automatically without having to request access thereto in terms of the Act,

then, so as to avoid unnecessary delay and in the interests of efficiency, the requester should preferably make his or her request directly to the Sappi unit concerned.

3.2 A request described in 3.1 above should preferably be made in the first instance to the Sappi official or employee at the Sappi unit concerned who, reasonably considered, is likely to be the most appropriate source of the record concerned, and likely to be authorised to discuss the subject matter thereof and to grant or arrange the grant of access thereto. Such official or employee will either -

3.2.1 refuse to grant access to that record; or

3.2.2 refer the request to higher authority; or

3.2.3 grant or arrange the grant of access thereto if, upon a consideration of all applicable facts and circumstances, it is appropriate to do so and, if appropriate, subject to such conditions as the company may impose.

3.3 Should a requester be dissatisfied with the outcome of his or her request referred to in 3.2 above, then he or she should preferably repeat the request to a Sappi official or employee at the same Sappi unit who is more senior to the Sappi official or employee referred to in 3.2 above and who, reasonably considered, is likely to be the most appropriate person to consider the request and be authorised to discuss the subject thereof and grant or arrange the grant of access thereto.

3.4 Should the record concerned not satisfy the criteria set out in 3.1 above or should a requester be dissatisfied with the outcome of his or her request referred to in 3.3 above, then a request for access thereto may be made to the request liaison officer in accordance with 4.3 below.

3.5 **Categories of records available without having to request access in terms of the Act**

3.5.1 The following records are automatically available to all employees and need not be requested in accordance with the procedure outlined in 4.3 below:

3.5.1.1 personnel records are available to the employee whose file it is;

3.5.1.2 records of disciplinary hearings and related matters are available to the employee subject thereto;

3.5.1.3 the company's policies and procedures manuals.

3.5.2 The following records are automatically available to the general public and all employees and need not be requested in accordance with the procedure outlined in 4.3 below:

3.5.2.1 the company's Memorandum and Articles of Association;

3.5.2.2 public relations brochures and publications;

3.5.2.3 media releases;

3.5.2.4 the company's employment equity plan;

3.5.3 the company's skills development plan.

3.6 **Informal Procedure Contact Details**

3.6.1 For the purposes of the informal procedure, the postal address and phone number of the respective Sappi Mills, factories and other business units are as follows:

- | | | | |
|-----------|--|---|--|
| 3.6.1.1 | <u>Sappi Limited</u> | ; | P O Box 31560, Braamfontein, 2017.
48 Ameshoff Street, Braamfontein,
Johannesburg, 2001.
(011) 407-8111 (telephone) |
| | | | |
| 3.6.1.2 | <u>Sappi Fine Paper
(Pty) Ltd</u> | | |
| 3.6.1.2.1 | Divisional Head Office | : | P O Box 31560, Braamfontein, 2017
48 Ameshoff Street, Braamfontein,
Johannesburg, 2001
(011) 407-8111 (telephone) |
| 3.6.1.2.2 | Enstra Mill | : | P O Box 3246, Springs, 1560
(011) 360-0000 (telephone) |
| 3.6.1.2.3 | Stanger Mill | : | P O Box 725, Stanger, 4450
(032) 437-2222 (telephone) |
| 3.6.1.2.4 | Adamas Mill | : | P O Box 2164, North End, Port
Elizabeth, 6056
(041) 408-4111 (telephone) |
| | | | |
| 3.6.1.3 | <u>Sappi Kraft (Pty) Ltd</u> | | |
| 3.6.1.3.1 | Divisional Head Office | : | P O Box 32706, Braamfontein, 2017
48 Ameshoff Street, Braamfontein,
Johannesburg, 2001
(011) 407-8111 (telephone) |
| 3.6.1.3.2 | Cape Kraft Mill | : | P O Box 185, Milnerton, 7435
(021) 552-2127/8 (telephone) |
| 3.6.1.3.3 | Ngodwana Mill | : | Private Bag X1001, Ngodwana, 1209
(013) 734-6111 (telephone) |
| 3.6.1.3.4 | Tugela Mill | : | Private Bag X6034, Mandeni, 4490
(032) 456-1111 (telephone) |
| | | | |
| 3.6.1.4 | <u>Sappi Waste Paper
(Pty) Ltd</u> | | |
| 3.6.1.4.1 | Head Office | : | P O Box 185, Milnerton, 7435
(021) 552-2127 (telephone) |

- 3.6.1.5 Sappi Saiccor (Pty) Ltd
- 3.6.1.5.1 Saiccor Mill : P O Box 62, Umkomaas, 4170
(039) 973-8911 (telephone)
- 3.6.1.6 Sappi Forests (Pty) Ltd
- 3.6.1.6.1 Head Office : P O Box 31560, Braamfontein, 2017
48 Ameshoff Street, Braamfontein,
Johannesburg, 2001
(011) 407-8111 (telephone)
- 3.6.1.6.2 Pietermaritzburg
Regional Office : P O Box 13124, Cascades, 3202
(033) 347-6600 (telephone)
- 3.6.1.6.3 Grootgeluk Regional
Office : Private Bag X1002, Ngodwana, 1209
(013) 734-4551 (telephone)
- 3.6.1.6.4 Barberton Regional
Office : P O Box 115, Barberton, 1300
(013) 712-9800 (telephone)
- 3.6.1.6.5 Zululand Regional
Office : P O Box 7, KwaMbonambi, 3915
(035) 580-1211 (telephone)
- 3.6.1.6.6 Forests Research : P O Box 473, Howick, 3290
(033) 330-2455 (telephone)
- 3.6.1.7 Sappi Timber Industries
(Pty) Ltd
- 3.6.1.7.1 Divisional Head Office : P O Box 32706, Braamfontein, 2017
38 Ameshoff Street, Braamfontein,
Johannesburg, 2001
(011) 407-8111 (telephone)
- 3.6.1.7.2 Boskor Sawmill : P O Box 1, Kleinbos, 6310
(042) 541-1611 (telephone)
- 3.6.1.7.3 Clan Sawmill : P O Box 2182, Cascades,
Pietermaritzburg, 3200
(033) 569-1300 (telephone)
- 3.6.1.7.4 Lomati Sawmill : P O Box 115, Barberton, 1300
(013) 712-9800 (telephone)
- 3.6.1.8 LignoTech : P O Box 743, Umkomaas, 4170
(039) 973-6000 (telephone)

- 3.6.1.9 Sappi College of Pulp and Paper : P O Box 73369, Lynwood Ridge, Pretoria, 0040
(012) 349-1109/10/11 (telephone)

4 **FORMAL PROCEDURE FOR REQUESTING RECORDS NOT AUTOMATICALLY AVAILABLE**

- 4.1 The following records are not automatically available without a request therefor in terms of the Act:

4.1.1 **Personnel Records**

These include the following:

- personnel information, employment histories and health records;
- personal records provided to the company by its personnel;
- records which a third party has provided to the company about any of its personnel;
- training and development;
- conditions of employment and other personnel-related contractual and legal records;
- internal evaluation records; and
- other internal records and correspondence.

4.1.2 **Customer-related Records**

These include the following:

- records which customers have provided to a third party acting for and on behalf of the company;
- records a third party has provided to the company; and
- records generated by or within the company pertaining to customers, including transactional records.

4.1.3 **Supplier-related Records**

These include the following:

- records which customers have provided to a third party acting for and on behalf of the company;
- records a third party has provided to the company; and
- records generated by or within the company pertaining to suppliers, including transactional records.

4.1.4 **Company Records**

These include:

- financial records;
- operational records;
- project Management, including building plans and plant and machinery upgrades;
- functions and catering;

- databases;
- patents, registered designs and trademarks;
- technological know-how;
- information technology;
- product records;
- marketing records;
- internal correspondence;
- company secretarial records;
- retirement fund records;
- statutory records;
- statutory compliance records;
- internal policies and procedures;
- treasury-related records;
- securities and equities; and
- records held by officials of the company.

4.1.5 **Other Parties**

Records held by the company relating to other parties, including financial records, correspondence, contractual records, records provided by other parties and records third parties have provided about the company's contractors and suppliers in respect of contractors, suppliers, subsidiary or fellow subsidiary companies, joint venture partners and service providers.

4.2 **Contact Details for Formal Procedure**

4.2.1 The postal and street address, phone and telefax numbers and electronic mail addresses of the information head are as follows:

Mr H Lane
P O Box 31560, Braamfontein, 2017
48 Ameshoff Street, Braamfontein, Johannesburg, 2001
(011) 407-8073 (telephone)
(011) 403-9098 (telefax)
hugh.lane@za.sappi.com (e-mail)

4.2.2 The postal and street address, phone and telefax nos. and electronic mail addresses of the request liaison officer are as follows:

Mrs A de Beer
P O Box 31560, Braamfontein, 2017
48 Ameshoff Street, Braamfontein, Johannesburg, 2001
(011) 407-8174 (telephone)
(011) 403-9098 (telefax)
anne-marie.de.beer@za.sappi.com (e-mail)

4.3 **Procedure for Requesting a Record not Automatically Available**

4.3.1 A request for a record must be made on Form C (Request for Access to Record of Private Body) set out in annexure "B" to Government Notice No. R.187 dated 15 February 2002 ("the request form"). On request, the request liaison officer will telefax a copy thereof to a prospective requester for this purpose.

- 4.3.2 The requester must provide sufficient detail on the request form to enable the information head to identify the record and the requester, must also indicate which form of access to the record is required, should also indicate if he or she wishes to be informed of the decision on the request in any other manner (and if so, state that manner and the necessary particulars to be informed), must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right, and otherwise complete the request form. If a request is made on behalf of another person, the requester must submit proof of the capacity in which he or she is making the request to the satisfaction of the information head.
- 4.3.3 The requester must submit the prescribed form to the request liaison officer at the address, telefax No. or electronic mail address set out in 4.2.2 above.
- 4.3.4 The following request fees are payable by every requester, other than a personal requester, before the request will be further processed:
- 4.3.4.1 R50,00 (fifty Rand); and
- 4.3.4.2 if the information head is of the opinion that six hours will be exceeded to search, prepare and/or reproduce the record requested, a deposit is payable equal to one third of the access fee which would be payable if the request is granted.
- 4.3.5 The information head shall, as soon as is reasonably possible, but in any event within thirty days after a proper request has been received, decide whether or not to grant the request and notify the requester thereof.
- 4.3.6 If the request for access is granted, the notice referred to in 4.3.5 above will state the access fee to be paid upon access to the record, and the form in which such access shall be given.
- 4.3.7 After access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 4.3.8 If the request for access is refused, the information head will provide adequate reasons for the refusal and the requester may apply to court for appropriate relief.
- 4.3.9 The attention of requesters is drawn to the following:
- 4.3.9.1 in certain circumstances the information head is entitled to extend the period of thirty days referred to in 4.3.5 above in terms of the Act;
- 4.3.9.2 in certain circumstances the information head is obliged to notify a third party of a request for a record to whom or which that record relates, and of the rights of such third party to dispute the decision of the information head;
- 4.3.9.3 in certain circumstances the information head is obliged to refuse a request for access to certain records in terms of the Act;

- 4.3.9.4 in certain circumstances the information head has a discretion to refuse a request for access to a record in terms of the Act;
- 4.3.9.5 the rights of a requester to lodge an internal appeal against certain decisions of the information head and to apply to court for appropriate relief in respect thereof.

5 RECORDS HELD BY THE COMPANY IN TERMS OF OTHER LEGISLATION AS CONTEMPLATED IN SECTION 51(1)(d) OF THE ACT

The following records are not automatically available without a request in terms of the Act:

Records are kept in accordance with the following legislation: Income Tax Act, 1962, Value-Added Tax Act, 1991, Compensation for Occupational Injuries and Diseases Act, 1993, Unemployment Insurance Act, 2001, Labour Relations Act, 1995, Basic Conditions of Employment Act, 1997, Employment Equity Act, 1998 and Skills Development Act, 1998.

6 AVAILABILITY OF THIS MANUAL

This Manual is available for public inspection at the registered office of the company (i.e. 48 Ameshoff Street, Braamfontein, Johannesburg) by prior arrangement with the information head or the request liaison officer.

7 HUMAN RIGHTS COMMISSION ASSISTANCE GUIDE

- 7.1 The Human Rights Commission, whose offices are presently located in Johannesburg, is obliged to compile a guide in terms of section 10 of the Act on how to use the Act and containing information reasonably required by persons wishing to exercise their rights in terms of the Act.
- 7.2 This guide shall be available from the Human Rights Commission.

8 FEES

- 8.1 The fee to obtain a copy of this Manual is R1,10 for every photocopy of an A4-size page or part thereof.
- 8.2 The request fee payable by every requester (other than a personal requester) in terms of the formal procedure is R50,00 (fifty Rand).
- 8.3 The access fees for reproduction payable by every requester, are as follows:

	<u>Rand</u>
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50

		<u>Rand</u>
	(ii) compact disc	70,00
(d)	(l) For a transcription of visual images, for an A4-size page or part thereof	40,00
	(ii) For a copy of visual images	60,00
(e)	(l) For a transcription of an audio record, for an A4-size page or part thereof	20,00
	(ii) For a copy of an audio record	30,00
(f)	To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	

8.4 The actual postage is payable when a copy of a record must be posted to a requester.

8.5 The above fees are exclusive of value-added tax, which shall in addition be paid by the requester.

TELLUMAT (PTY) LTD

(Reg. No. 1996/000957/07)

including its subsidiaries

Syntell (Pty) Ltd

(Reg. No. 2000/014638/07)

and

TellCiS (Pty) Ltd

(Reg. No. 2000/003729/07)

and

Laingsdale Engineering (Pty) Ltd

(Reg. No. 1986/004700/07)

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CONTACT INFORMATION

Chief Executive: Llewellyn Charles Jones

Physical Address: 64-74 White Road, Retreat, 7945, CAPE TOWN

Postal Address: PO Box 30451, Tokai, 7966, CAPE TOWN

Tel: 021 – 7102911

Fax: 021 – 710 2363

E-mail: legal.services@tellumat.com

Websites: www.tellumat.com

www.syntell.net

www.telcis.co.za

HUMAN RIGHTS COMMISSION – GUIDE ON USE OF ACT

In terms of section 10 of the Promotion of Access to Information Act 2 of 2000 ("Act"), the Human Rights Commission has compiled a guide on the use of this Act. It is available from the Human Rights Commission at any of the following offices:

JOHANNESBURG

Private Bag 2700, Houghton, 2041

Tel: 011 – 484 8300

Fax: 011- 484 1360

BLOEMFONTEIN

PO Box 4245, Bloemfontein, 9300

Tel: 051 – 447 1130

Fax: 051 – 447 1128

PORT ELIZABETH

PO Box 1854, Port Elizabeth, 6001

Tel: 041 582 2611

Fax: 041 – 582 2204

POLOKWANE

PO Box 55796, Polokwane, 0700

Tel: 015 – 291 3500

Fax: 015 – 291 3505

DURBAN

PO Box 1456, Durban, 4000

Tel / Fax: 031 – 304 7323/4/5

CAPE TOWN

PO BOX 3563, Cape Town, 8000

Tel: 021 – 426 2277

Fax: 021 426 2875

COMPANY RECORD CLASSIFICATION KEY

Classification Number	Classification
1	Public Access Document
2	May be Disclosed - Unless it would breach a duty of confidence owed to a third party
3	May be Disclosed - Subject to copyright
4	Limited Disclosure - Personal Information that is own to the requester of that information
5	May not be Disclosed - Unreasonable disclosure of personal information
6	May not be Disclosed - Would breach a duty of confidence owed to a third party
7	May not be Disclosed - Likely to harm the commercial or financial interests of a third party
8	May not be Disclosed - Likely to compromise the safety of individuals or protection of property
9	May not be Disclosed - Legally privileged document
10	May not be Disclosed - Likely to harm the commercial or financial interests of the Company
11	May not be Disclosed - Likely to harm the Company or a third party in contract or other negotiations
12	May not be Disclosed - Likely to prejudice research and development information of the Company or a third party

RECORDS**LEGAL DEPARTMENT**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	General Contract documentation (distribution, agency, confidentiality agreements, license agreements, etc.)	Hardcopy / Softcopy	Database - divisions/ business unit/date	Legal Advisor	Filing Cabinet and Server	6, 7, 9, 10	Indefinite
2	Records of Tenders awarded	Hardcopy / Softcopy	Database - divisions/ business unit/date	Legal Advisor	Filing Cabinet and Server and business unit	2	Indefinite
3	Records of Tender submissions not yet awarded	Hardcopy / Software	Date	Business Unit Manager	Filing Cabinet	11	If awarded see no. 2 above. If not awarded disposed of.
4	Standard conditions of sale	Hardcopy / Software	N/A	Legal Advisor	Filing Cabinet and server	1	Amended as required from time to time
5	Credit Agreements	Hardcopy / Softcopy	Date	Legal Advisor	Filing Cabinet	7, 10	3 years from termination of agreement
6	Patents and Trade Marks	Hardcopy	Date	Legal Advisor and Company Attorneys	Filing Cabinet	1	Life of patent, and trademark
7	Statutory Public Access Records	Hardcopy / Softcopy	Date	Company Secretary	CS Filing Cabinet / Network Server	1	Indefinite
8	Company Minutes	Hardcopy / Softcopy	Date	Company Secretary	CS Filing Cabinet / Network Server	10	Indefinite

COMPANY SECRETARY

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Statutory Records	Hardcopy	Type	Company Secretary	Filing Cabinet	1	Indefinite
2	Company Minutes	Hardcopy Softcopy	Date	Company Secretary	Filing Cabinet / Network drive R2D2	10	Indefinite
3	Shareholder agreements / Share Schemes	Hardcopy	Type	Company Secretary	Filing Cabinet	6, 7, 10	As long as agreements / schemes are in force
4	Pension / Provident Fund Documentation	Hardcopy Softcopy	Date	Company Secretary	Filing Cabinet / Network Drive R2D2	4	Indefinite

IT DEPARTMENT

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Policy Documents	Softcopy	Type	IT	Network Drive R2D2	3	Policy specific
2	Infrastructure Blue Print	Softcopy	Type	IT	Secure Network Drive	4	Indefinite
3	Infrastructure Passwords	Hardcopy	By File Server	IT	Safe	10	Indefinite

SECURITY

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Policy Procedures and	Hardcopy	Type	Security Manager	Filing Cabinet	8, 10	Policy Specific

HUMAN RESOURCES

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Staff Records	Hardcopy / Network Server	Employees Number	HR	HR Department Filing Cabinet/ Network Server	4	5 Years

PAYROLL DEPARTMENT

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Employment contracts / files	Hardcopy	Employee number	Payroll dept	Filing Cabinet	4	3 years after employment ceases.
2	Payroll reports	Hardcopy / Softcopy	By month	Payroll dept	Filing Cabinet/ Payroll server	4	5 Years
3	Payslips	Hardcopy / Softcopy	Alphabetical	Payroll dept	Filing Cabinet/ Payroll server	4	5 Years
4	IRP5's	Hardcopy	By year then by alphabetical	Payroll dept	Filing Cabinet	4	5 Years
5	Reconciliations	Hardcopy	By month	Payroll dept	Filing Cabinet	10	5 Years
6	Accident books and records	Hardcopy	By year alphabetically	On site Medical unit	Storeroom in Medical Unit	4	3 Years

TAXATION

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Income tax returns	Hardcopy	By year	Company Secretary	Filing Cabinet	10	5 Years

2	VAT Returns	Hardcopy / Softcopy	By month	Group Fin Manager	Filing cabinet and Mytax.co.za from Jan	10	5 Years
3	PAYE returns	Hardcopy / Software	By month	Payroll dept	Filing cabinet and Mytax.co.za from Jan	10	5 Years
4	RSC Levy returns	Hardcopy	By month	Payroll dept	Filing cabinet	10	5 Years
5	UiF returns	Hardcopy	By month	Payroll dept	Filing cabinet	10	5 Years

FINANCIAL DEPARTMENT

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Audited Financial Statements	Hardcopy / Softcopy	By year	Company Secretary / Group Fin Manager	Filing cabinet	10	15 Years
2	Management accounts	Hardcopy / Softcopy	By month	Group Fin Manager	Filing cabinet / file server called R2d2	10	5 Years
3	General ledgers and subsidiary ledgers (including debtors, creditors, Stock and Fixed Assets)	Softcopy	By year then by month	Finance dept	SAP server / Tetra server EL	10	15
4	Creditors invoices	Hardcopy	By month	Creditors dept	Filing cabinet	10	5 Years
5	Debtors invoices	Hardcopy / softcopy	Invoice number order	Sales dept	Filing cabinet / SAP server / Tetra server	10	5 Years
6	Goods received notes	Softcopy	By GRN number	Stores	SAP server / Tetra server	10	5 Years
7	Stock sheets	Softcopy	By part number	Stores	SAP server / Tetra server	10	5 years
8	Journal entries	Hardcopy / Softcopy	By journal entry number	Finance dept	Filing cabinet / SAP server / Tetra server	10	5 years
9	Payments made (EFT or cheque)	Hardcopy	EFT by date, Cheque by number	Cashiers	Filing cabinet	10	6 Years
10	Deposit Slips	Hardcopy	By date	Cashiers	Filing cabinet	10	5 Years
11	Export documents	Hardcopy	Customer order by business unit	Export dept	Filing cabinet	10	5 Years
12	Import documents (bill of entry etc.)	Hardcopy	Bill of entry number	Creditors dept	Filing cabinet	10	5 years
13	Forward documents cover	Hardcopy	By month taken out	Group fin manager	Filing cabinet	10	5 years
14	General Ledger reconciliation	Hardcopy	By account number by month	Finance dept	Filing cabinet	10	5 years

COMMUNICATIONS - SOFTWARE APPLICATION DEVELOPMENT

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Admin records (Training, Leave, Production, Service Management Strats, Assets, Library)	Electronic	Date for training records & strats Per product for production	Software Administration	R2d2	6,10	Indefinite
2	Minutes (BRM's, Project Meetings, etc)	Electronic	Date	Applicable Manager	R2d2	10	Indefinite
3	Product Information (Development documents, Licensing, Graphics, Project documents, customer supplied documents, source code, training documents, etc.)	Electronic	Per product	Applicable Manager	R2d2	10	Indefinite
4	Marketing (Research, proposals, Branding Graphics, brochures)	Electronic	Per product Per Lead	Applicable Manager	R2d2	10,11	Indefinite
5	Strategic Documents (outputs from strategic sessions)	Electronic	N/A	Applicable Manager	R2d2	10,11	Indefinite
6	Copies of Financial Documents (Budget, monthly estimates / forecasts)	Electronic	Date	Applicable Manager	R2d2	10,11	Indefinite
7	SPII Support Program documents (Application, Costing, supporting documents)	Electronic	Application Tracking - per milestone	Applicable Manager	R2d2	10,11	Indefinite

COMMUNICATIONS - WIRELESS TERMINALS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy	Customer; date	General Manager	Filing Cabinet	6,7,9,10	2 years after completion of contract.
2	Tender Submissions Section 1-3	Hardcopy	Customer; date	General Manager	Filing Cabinet	10,11	Date of Tender awarded (plus 2 years for reference)
3	Quotations	Hardcopy, Electronic	Customer; date	General Manager	Filing cabinet; server	10,11	2 years
4	Customer database	Microsoft Outlook	Database	General Manager	R2d2	10	Remove old entries after 3 years without contract

5	Divisional Order book	Hardcopy and SAP records	Date	Logistics Manager	Filing cabinet	10	2 years
6	SAP based product information database (includes specifications, test procedures, BOMs, drawings, software object code, etc.)	SAP records	Number	Project Manager	SAP	10	10 years
7	Supplemental Product Information (includes working documents, test results, software source code, etc.)	MS Word, Excel, Outlook & Access. Other design document formats, PDF files	Project; type of information ; date	Project Manager	R2d2 server, Lotus Notes	10,11	10 years
8	Qualification Test Reports and Types Approval Repots	Lotus Notes	Date	Project Manager	Filing cabinet, Notes server	10	Until superseded or business change
9	Approved Supplier List/ Supplier Agreements	SAP records	Alphabetical	Logistics Manager	Filing cabinet, SAP	10	2 years
10	Field Support database	Lotus Notes	Customer; Date	Support Manager	Notes server	10	3 years
11	Software Support Database	MS Access	Database	Project Manager	R2d2 server	10	3 years
12	Processes & Procedures	Intranet	Number	Development Manager	Intranet; Internet Manager	10	Until superseded or business change

COMMUNICATIONS – SWITCHING

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy, MS Word, Excel, Outlook & Access	Customer; Date	Commercial Manager	Filing cabinet, R2d2 server	6,7,9,10	2 years after completion of Contract obligations
2	Tender Submissions	Hardcopy, MS Word, Excel, Outlook, Project and Access	Customer; Date	Commercial Manager	Filing cabinet, R2d2 server	10	Date of Tender awarded plus 2 years (for reference).
3	Quotations	Hardcopy, MS Word, Excel, Outlook & Access	Customer; Date	Commercial Manager	Filing cabinet, R2d2 server	10	2 years
4	Orders	Hardcopy and SAP records	Date	Commercial Manager	SAP; Filing cabinet	10	2 years
5	Product "Build to" information	SAP records	Number	Technical Manager	SAP	6,7,10	10 years

6	Supplemental Product Information (design to documents, software source code, etc.)	MS Word, Excel, Outlook and Access	Project, type of information and date	Technical Manager	R2d2 server	6,7,10	10 years
7	Qualification Test Reports and Types Approval Reports	Hardcopy, Electronic	Date	Proj/ QTP Manager	Filing cabinet; CSS3 Server	6,7,10	1
8	Support database	Database	Customer; Date	Support Manager	CSS3 Server	10	3 Years
9	Product Releases	Database	Product date	Product Manager	CSS3 Server	6,7,10	3 years
10	Change Requests	Database	SR number; ECP number	Technical Manager	CSS3 Server	6,7,10	10
11	Processes & Procedures	MS Visio; Hardcopy	Number	General Manager	Intranet; Internet Manager	10	until superseded or business change
12	Minutes of meetings with Telkom	Hardcopy	Date; Meeting Name	Account Manager	Filing cabinet	6,7,10	2 years

DEFENCE

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Contract Documentation	Hardcopy, MS Word, Excel, Outlook & Access	Customer; Date	Project Administrator	Filing cabinet; Network Server	6,7,10	5 years after completion of contract obligations
2	Proposals	Word, Hardcopy	Index Number	Sales and Marketing Manager	Filing cabinet; Network Server	10	10 years after proposal of 5 years after completion of contract obligations
3	Design Review Records	Hardcopy, MS word Excel	Product MRI	Engineering Manager	Filing cabinet; Network Server	7,10	10 years after proposal of 5 years after completion of contract obligations
4	Design Verification Records	Hardcopy, MS word Excel	Product MRI	Engineering Manager	Filing cabinet; Network	7, 10	10 years after proposal of 5 years after completion of contract obligations
5	Build History See template no. 875-01018	Hardcopy, MS word Excel	Serial Number	Logistics Manager	Filing cabinet; Network Server	7,10	10 years after proposal 5 years after completion of contract

6	Contact database See process 875-00994	Access	Unique generated number	Marketing Manager	Network	10	As requested
7	SAP based product information	SAP records	Unique generated number	Product Engineer	SAP	10	As per contract requirement
8	Qualification Test Reports (incl. Original test result sheets)	Hardcopy, SAP records	Unique generated number	Quality Engineer	SAP, Network, original test result file kept by QA	10	Life time of product
9	Processes and Procedures	Visio, Word, Hardcopy	Unique generated number	Product Engineer	Intranet, Hardcopy filed by QA (Intranet Manager)	10	Until superceded
10	Physical Configuration Audit Reports (including original audit file)	Word, Original Hardcopy	QA, report number, Date	Quality Engineer	Network, Original file kept by QA	6,7, 10 as required at specific project baselines	10 after delivery or 5 years after completion of contract obligations
11	Training Records	Hardcopy	Alphabetical Index	Project Administrator	Filed by Project Administrator	4, as required, or at least every 12 months	1 year after termination of employmen t.
12	Engineering Change Requests	SAP, Hardcopy	Unique generated number	Project Engineer	SAP, Hardcopy filed by Project Engineer in centralised archive	6,7, 10 when required	10
13	Reliability Calculations (including MTBF spreadsheets, reliability reports, etc.)	Excel, Word, Hardcopy	QA report number, Date	Quality Engineer	NETWORK, Original file kept by QA	6,7,10 when required	10 after delivery or 5 years after completion of contract obligations
14	Customer Furnished Equipment Record	Excel, Hardcopy	By Basset number	Logistics Manager	NETWORK, Original file kept by Log Manager	6,7,10	Until cancellation of support contract
15	Material Review Board Records	Word, Hardcopy	NCMR number	Quality Engineer	NETWORK, Original file kept by QA	3,10	10 after delivery or 5 years after completion of contract obligations
16	Asset Register (including calibration information)	SAP, Excel, Hardcopy	Basset number	Manufacturing Manager	SAP, NETWORK, Originals kept by Manufacturing Manager	10, as and when required	Until disposal of unit
17	Facility Inspection Records (including original checklists)	Word, Hardcopy	Date and specific area inspected	Quality Engineer	NETWORK, Original file kept by QA	7,10, as and when required	2 years, unless all actions have not been cleared

18	FRACAS Reports	Word, Hardcopy	Unique generated number	Department Manager	NETWORK, original forms filed by Departmental Manager	10	5 years after completion of contract obligations
19	ESD Records (Lighting, solder irons, grounding, etc)	Word, Hardcopy	Date	Departmental Manager	Hardcopy filed by Departmental Manager	10, as and when required	3
20	Job Cards	SAP, Hardcopy	Unique generated number	Logistics Manager	SAP, Hardcopy filed by Logistics Manager	4, 6	5 years after completion of contract obligations

QUALITY ASSURANCE - SYSTEMS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Divisional PPI's and Org information of some divisions as Identified	Hardcopy	Number	Quality Systems Developer	Filing Cabinet in Quality Systems Developer's Office	10	5
2	Intranet Web Site development and published documents backup for the divisions/ business: BBW, COMMS, DEFENCE, ELECTRONICS & QUALITY ASSURANCE	Electronic (This backed-up is stored in ZIP format)	Site Names	Quality Systems Developer	PC Network drive R2D2	10 Continuously Updated	3
3	Management Review	Hardcopy Electronic	Number/ Date	Quality Assurance Director	Hardcopy in QA Director's Office. Electronic on R2D2	10	5

QUALITY ASSURANCE - PRODUCTS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Quality Plans	Hardcopy and Electronic (MS Word)	Product and Approved date	Quality Engineers	R2D2 Marked Up copy with QA Engineer	2, 10	5
2	Qualification Requirements	Hardcopy	Number	Product Manager	Filing Cabinet	10	Determined by source
3	Qualification / Test Reports	Electronic and Hardcopy (MS Word)	Number	Quality Engineer	R2D2 Backup also QA File	10	QA File 5 years
4	Software Release Reports	Electronic LN Database	Product Version	IT	Lotus Notes Server	10	5

5	Audit Reports Product and House Keeping	Soft and Hardcopy (MS Word)	Number	Quality Engineers	LN Server and Backup	10	QA File 5 years
6	Product Release Reports	Electronic Hardcopy	Number	Quality Engineers	LN Server and backup	10	5

QUALITY ASSURANCE - MANUFACTURING

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Release Certificates	Electronic	Number	IT	Network Server	10	5
2	Manufacturing DPMO figures	Electronic	Date	QAM	Network Server	10	5
3	ESD Check Sheets	Hardcopy	Date	Supervisors	Manufacturing work areas	10	5
4	Quality Plans	Electronic	Number	Quality Engineers	Network Server	10	5
5	Audit Reports Products and House Keeping	Electronic	Number	QAM, QA Auditing Personnel	Network Server	10	5
6	Routing Labels	Hardcopy	Serial Number	Operators	Manufacturing work areas	10	Until process completion
7	Monthly Reports	Electronic	Number	QA Manager	Network Server	10	12 months
8	Soldering iron maintenance records	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
9	Release Certificates (CSC)	Hardcopy	Number	Administration Supervisor	CSC Office	10	1
10	ESD Check Sheets (CSC)	Hardcopy	Date	Supervisors	CSC Work Areas	10	3 months
11	Soldering Maintenance Records (CSC)	Hardcopy	Date	Supervisors	CSC Work Areas	10	Continuously updated
12	Routing Label (CSC)	Hardcopy	Service Order	Administration Supervisors	CSC Office	10	Daily

13	R5 Sheet (CSC)	Hardcopy	Date	Operators	CSC Work Areas	10	Daily
14	Invoice (CSC)	Hardcopy	Number	Admin Clerk	CSC Office	10	None
15	Proof of Delivery (POD) (CSC)	Hardcopy	Date & d/note	Admin Clerk	CSC Office	2	None

QUALITY ASSURANCE -- CALIBRATION LAB

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Calibration test results-internal	Hardcopy	Date/Basset	Head of Calibration Laboratory	File	10	5
2	Calibration test results-internal	Hardcopy	Date/Basset	Head of Calibration Laboratory	Metrology book	10	5
3	External Calibration Certificates	Hardcopy	Date	Head of Calibration Laboratory	File	10	5
4	Calibration test results for certificates issued	Hardcopy	Calibration Certificate number/Date	Head of Calibration Laboratory	File / Metrology book	10	5
5	SANSAS Calibration Certificates	Hardcopy / Network	Number	Head of Calibration Laboratory	Hardcopy / Network	10	5
6	NON-SANSAS Calibration Certificates	Hardcopy / Network	Number	Head of Calibration Laboratory	Hardcopy / Network	2	5
7	SANSAS Correspondence	Original	Date	Head of Calibration Laboratory	File	10	2
8	Log of frequency Standard	Original / Soft	Date	Head of Calibration Laboratory	File / PC	10	2
9	Delivery Books	Original	Number	Head of Calibration Laboratory	Cal. Lab store	10	2
10	Internal Audits results	Original	Date	Head of Calibration Laboratory	File	10	5
11	Assets Calibration data base	Soft	Basset	Head of Calibration Laboratory	Network	10	?

12	Calibration Certificates for Calibration laboratory Standards and equipment	Original	Instrument type	Head of Calibration Laboratory	Filing cabinet	10	10 +
13	Calibration due dates / costs chart for Calibration laboratory standards and equipment	Hardcopy / Electronic	Date	Head of Calibration Laboratory	Cal. Lab /QA Support Manager	10	1
14	Calibration procedures	Hardcopy / Electronic	Number	Head of Calibration Laboratory	File / Network	10	Latest Issue only
15	Calibration laboratory Complains / Suggestions	Original	Date	Customers	Book	10	5
16	Instrument repair log	Original	Date	Head of Calibration Laboratory	Book	10	5
17	Instrument on loan book	Original	Date	Head of Calibration Laboratory	Book	10	5
18	SANSAS audit results / Corr. Actions	Hardcopy	Date	Head of Calibration Laboratory	File	10	5
19	Temperature / RH charts - calibration laboratory environmental records	Original	Date	Head of Calibration Laboratory	File	10	5
20	Intercomparison on between DC Standards (5700A-HP3458A)	Original	Date	Head of Calibration Laboratory	File	10	5
21	Intercomparison on between RF Standards (5700A-HP3458A)	Original	Date	Head of Calibration Laboratory	File	10	5
22	Log of calibration certificates issued	Hardcopy	Number	Head of Calibration Laboratory	File	10	5
23	Stability (values) plots of STD Resistors, capacitors, inductors	Hardcopy / Electronic	Basset number	Head of Calibration Laboratory	File	10	2
24	Calibration laboratory personnel Certificates of competence	Original on Display	None	Head of Calibration Laboratory	Wall	2	2
25	Laboratory accreditation schedule	Original on Display	None	Head of Calibration Laboratory	Wall	10	2

QUALITY ASSURANCE – CHEMICAL LAB

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Test Request	Hardcopy	Numerical Order / year	J Brink	Lever Arch File	10	5
2	Test Reports	Hardcopy / Network	Product Name / numerical order	J Brink	Lever Arch File / Network	10	5
3	Stamp Register	Hardcopy	3 monthly	J Brink	Log Book	10	5
4	Lab. Tests	Hardcopy	Job Title	J Brink	Log Book	10	3

QUALITY ASSURANCE – ENVIRONMENTAL TEST AREA

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Test Reports	Electronic	Number	Environmental Engineer	R2D2 Network	10	5
2	Calibration of Shaker and Chambers	Soft and Hardcopy	Refer to Cal Lab procedures	Environmental Engineer	Cal Lab Data Base	10	See Cal Lab

QUALITY ASSURANCE - AUDITING

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Customer Audit reports	Hardcopy	Customer name	Assistant Quality Auditor	Filing cabinet	7,10	10
2	All Internal Audit Reports	Hardcopy / Electronic	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet / Network	10	10
3	All closed Notifications	Hardcopy / Electronic	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet / Network	10	10
4	Audit Schedules	Hardcopy / Electronic	Division	Assistant Quality Auditor	Filing cabinet / Network	10	10

5	Telkom Surveillance Inspection Reports	Hardcopy	Number	Assistant Quality Auditor	Lever Arch File / Filing cabinet	7, 10	10
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QUALITY ASSURANCE - REPAIRS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Release Certificates	Electronic	Number	IT	Network Server	2	5
2	Manufacturing DPMO figures	Electronic	Date	QAM Manager	Network Server	10	5
3	ESD Check Sheets	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
4	Quality Plans	Electronic	Number	Quality Engineers	Network Server	10	10
5	Audit Reports Product and House Keeping	Electronic	Number	QAM, QA Auditing personnel	Network Server	10	5
6	Routing Labels	Hardcopy	Serial Number	Operators	Manufacturing work areas	10	Until process completion
7	Monthly reports	Electronics	Number	QA Manager	Network Server	10	12 months
8	Soldering Iron	Hardcopy	Date	Supervisors	Manufacturing work areas	10	3 months
9	Release Certificates (CSC)	Hardcopy	Number	Assignment Supervisor	CSC Office	2	1
10	ESD Check Sheets (CSC)	Hardcopy	Date	Supervisors	CSC Work areas	10	3
11	Soldering Maintenance Records (CSC)	Hardcopy	Date	Supervisors	CSC Work areas	10	3 months
12	Routing Label (CSC)	Hardcopy	Service Order	Administration Supervisor	CSC Office	10	3 months
13	R5 Sheet (CSC)	Hardcopy	Date	Operators	CSC Office	10	Until process completion

14	Invoice (CSC)	Hardcopy	Number	Admin Clerk	CSC Office	10	1
15	Proof of Delivery (POD) (CSC)	Hardcopy	Date and d/note	Admin Clerk	CSC Office	2	1

RADIO & ACCESS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	Contract Documentation	Hardcopy, MS Word, Excel, Outlook and Access	Customer; Date	Logistics Manager	Hardcopies in filing cabinet. Softcopies on R2D2	6,7,9,10, 12	2 years after completion of Contract obligations
2	MOMSYS Summary	MS Excel	Number	Logistics Manager	R2D2 Server	10	2 years after opportunity Status closed
3	Tender Submissions	Hardcopy, MS Word, Excel, Outlook, Project and Access	Momsys (Customer date);	Tender Manager	Hardcopies in filing. Softcopies on R2D2 server.	10	Date of tender Award plus 2 years (for reference).
4	Quotations	Hardcopy, MS Word, Excel, Outlook and Access	Customer; Date	Logistics Manager	Hardcopies in filing cabinet. Softcopies on R2D2 server	10	2
5	Customer database	MS Access	Database	Product/ Marketing Manager	R2D2 Server	10	Remove old entries after 3 years without contact.
6	Divisional Order Book	Hardcopy and SAP records	Date	Logistics Manager	SAP, Hardcopies in Filing cabinet	10	2
7	SAP based Product Information database (includes specifications, test procedures, BOMs, drawings, software object code, etc.)	SAP records	Number	Product Engineer	SAP	10	10 after last delivery to a specific client
8	Supplemental Product Information (includes working documents, test results, software source code, etc.)	MS Word, Excel, Outlook & Access. Var. Design document formats e.g. Harmonica, Altera, Accel.	Project; Type of Information; Date	Product Manager	R2D2 Server	10	10
9	Qualification Test Reports and Type Approval Records	Hardcopy	Date	Product Manager	Hardcopies in filing cabinet. Softcopies on R2D2 Server	10	Until superseded or business change

10	Approved supplier list / Supplier Agreements	SAP records Hardcopy	Alphabetical	Logistics Manager	Hardcopies in designated filing cabinet. SAP	10	2
11	Field Support Database	MS Access	Customer Date	Support Manager	R2D2 server	10	3
12	Software Support database	MS Access	Database	Support Manager	R2D2 Server	10	3
13	University of Pretoria Project documentation	Hardcopy	Date; Milestone	Product Manager	Hardcopies in designated filing cabinet	7,10	10
14	Processes and Procedures	MS Visio; Hardcopy	Number	Product Manager	Intranet; Intranet Manager	10	Until superseded or business change
15	Build State Records product delivery info, serial nos, model who delivered to, when warrantied, field changes etc.	MS Access; Hardcopy	Customer; Date	Logistics Manager	Hardcopies in filing cabinet. Softcopies on R2D2 server.	10	-

BROADBAND WIRELESS

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period (Years)
1	PPI's and Org information	Hardcopy	Number	Quality Systems Developer	Filing Cabinet in Quality Systems Developer's Office	10	5
2	Intranet Web Site development and published documents backup at QA	Electronic (This backed- up is stored in ZIP format)	Site Names	Quality Systems Developer	PC Network drive R2D2	10 Continuously Updated	3
3	Management Review	Hardcopy Electronic	Number/ Date	Quality Assurance Director	Hardcopy in QA Director's Office. Electronic on R2D2	10	5
4	Process and Procedure Documentation	Hardcopy Electronic	Date	Divisional Director	Filing Cabinet / PC Network drive R2D2	10	Per procedure
5	Work Instructions	Hardcopy Electronic	Date	Divisional Director	Filing Cabinet / PC Network drive R2D2	10	Per instruction

ELECTRONICS

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Process and Procedures	Hardcopy Electronic	Type	Divisional Director	Filing Cabinet / Network	10	Until superseded by business change
2	Business Manual	Hardcopy Electronic	Type	Divisional Director	Filing Cabinet / Network	10	Until superseded by business change
3	Work Instructions	Hardcopy Electronic	Type / Date	Business Unit Managers	Filing Cabinet / Network	7, 10, 12	Until instruction completed
4	Development standards	Hardcopy Electronic	Date / Type	Divisional Director	Filing Cabinet / Network drive R2D2 / SAPR/3	7, 10, 12	Until superseded by business change
5	Field service Reports	Hardcopy, Microsoft Word, Excel, Outlook and Access	Customer; Date	Service Manager	Hardcopies in filing cabinet. Softcopies on R2D2 server.	7,10, 12	2 years after completion of contract
6	Contracts	Microsoft Word	Contractor	Service Manager	R2D2 Server; Hardcopies Legal dept; Company files	7,10,12	2 years after opportunity status closed
7	Processes and procedures	Hardcopy, Microsoft Word, Intranet	Dept	Service Manager	Hardcopies in filing cabinet. Softcopies on R2D2 server.	10	2
8	Monthly Reports	Hardcopy, Microsoft Word, R2D2	Date	Service Manager	Hardcopies in filing cabinet. Softcopies on R2D2 server.	10	2
9	Fault Notifications	Microsoft Outlook	Customer; Date	TellCiS Management	SAP; Microsoft Outlook, Hard Copies	10	3
10	Contract Documents & Plans	Hardcopy	Municipality Project Ref No Site	Project Manager	Filing Cabinet in Project File	10	Lifespan of the Project or 5 Yrs min.
11	Contractual Correspondence	Hardcopy & Network Drive	By Project and Activity	Project Team	Project cabinet & Network Drive	10	Lifespan of the Project or 5 Yrs min.
12	Payment Certificates & Measurement Docs	Hardcopy & Network Drive	By Project and Activity	Project Administrator	Contract WIP file in Project cabinet	10	Lifespan of the Project or 5 Yrs min.

13	Minutes of Meetings	Hardcopy & Network Drive	By Project and Activity	Project Team	Contract WIP file in Project cabinet	10	Lifespan of the Project or 5 Yrs min.
14	Municipal Services Wayleaves	Hardcopy	By Project and Activity	Project Team	Contract WIP file in Project cabinet	10	Lifespan of the Project or 5 Yrs min.
15	Commissioning Handover Documents	Hardcopy & Network Drive	By Project and Activity	Project Team Service & Mntce	Contract WIP file in Project cabinet	7, 10	Lifespan of the Project or 2 Yrs min.

SYNTELL

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Software User Manuals	MS Word Hardcopy	By Software Version	Technical Director	R2D2 Server	1	Indefinite
2	Customer Correspondence	Email, Fax, Hardcopy	By Customer	Business Manager	R2D2 Server Filing Cabinet	6,7,10	Purged every 2 years
3	Software License Agreements	MS Word, Hardcopy	By Customer	Business Manager	R2D2 Server Filing Cabinet	7,10,11	2 following license expiry

TELLCIS

No	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Processes and procedures	Hardcopy, Intranet	By project and activity	General Manager	Hardcopies in filing cabinet, Softcopies on R2D2 server	10	Subject to business changes
2	Monthly reports	Hardcopy, Microsoft Word, R2D2	Date	Secretary/General Manager	Hardcopies in filing cabinet. Softcopies on the R2D2	10	2
3	Proposals	Hardcopy, Microsoft Word R2D2	Type	Marketing/General Manager	Hardcopies in filing cabinet. Softcopies on R2D2 drive	10	2
4	Contracts	Hardcopies	Type	General Manager	Filing cabinet/legal dept	10	2
5	Contractual Correspondence	Hardcopy and Network drives	Type/Date	General Manager/Marketing/secretary	Filing cabinet/network drive	10	2
6	Minutes of meetings (BRM's, etc)	Hardcopy and R2D2	By contract/Date	Marketing/Secretary	Filing cabinet/R2D2	10	2

7	Staff KRI	Hardcopy/ Electronic R2D2 drive	By position	General Manager	Filing cabinet/ R2D2	2, 4, 10	2
8	Customer database	Microsoft Outlook	Database	General Manager/ Secretary	R2D2	10	Remove entries after 12 months of inactivity
9	Tender Submissions	Hardcopy	Customer/ date	General Manager	Filing cabinet	10,11	Date of tender awarded. Kept on file for the duration of the contract.
10	Copies of Financial documents (forecasts, monthly estimates, budget)	Hardcopy/E lectronic	Date	General Manager	R2D2/ Filing cabinet	10,11	Indefinite

LAINGSDALE

No:	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1.	Tender Submissions	Hardcopy Electronic	Customer and date	General Manager	Filing cabinet	10, 11	Date of Tender awarded (plus 2 years for reference)
2.	Quotations	Hardcopy Electronic	Customer and date	General Manager	Filing cabinet and server	10,11	2 years
3	Order book	Hardcopy	Customer and date	Production control	Filing cabinet and server	10	2 years
4.	Unit meeting and monthly reports	Hardcopy, MS Word and Excel	Date	General Manager Secretary	Filing cabinet and server	10	3 years
5.	Qualification test; Reports and types Approval reports	Hardcopy	Date	Project engineer	Filing cabinet	10	Until superseded or business change
6.	Approved Supplier list; Supplier agreements	MS Word Excel Hardcopy	Alphabetical	Buyer	Filing cabinet	10	2 years
7	Processes and procedures	Excel and AutoCAD	Product and component number	Systems engineer	Server	10	Until superseded or business change
8	Design review records	Hardcopy, MS word and Excel	Product MRI	Engineering manager	Filing cabinet and server	7, 10	10 years after proposal of 5 years after completion of contract obligations
9	Build history	Hardcopy, MS word and Excel	Batch number record	QA Manager	Filing cabinet and server	7, 10	10 years after proposal of 5 years after completion of contract obligations

10	Engineering change requests	Hardcopy	Unique number generated	Project engineer	Hardcopy filed by project engineer in centralised archive	6, 7, 10 when required	10 years
11	Process capability and studies	Excel, word and Hardcopy	QA report number and date	Quality engineer	Original file kept by QA	6,7,10 when required	10 years
12	Release certificates	Electronic and Hardcopy	Number	Quality Assurance	Network server	10	5
13	Quality plans	Electronic	Number	Quality engineers	Network server	10	5
14	QA audit reports	Hardcopy	Number	QAM	Filing cabinet	10	5
15	Delivery notes	Original	Number	Production control	Filing cabinet	10	2
16	Calibration certificates gauges and equipment	Original	Instrument type	Head of calibration and QA	Filing cabinet	10	10

REQUESTING RECORDS

- Section 53 prescribes that the requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned.
- *The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.*
- *The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.*
- *If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.*
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The head of the private body will then make a decision on the request and notify the requester in the required form (see Form C below).

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 Head: _____

- B. Particulars of 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 given.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: _____

Identity number: _____

Postal Address: _____

_____ Fax Number: _____

Telephone number: _____ E-mail Address: _____

Capacity in which the request is made, when made on behalf of another person: _____

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if 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) *In 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. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

- (a) A request for access to 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 exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees: _____

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 hereunder, state your disability and indicate 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 in the specified form 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 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.

1. If the record is in written or printed form:	
Copy of record*	Inspection of record

2. If record consists of visual Images (this includes photographs, slide, video recordings, computer -generated images, sketches, etc.):			
view the images		Copy of the images*	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)	
4. If record is held on computer or in an electronic or machine readable form:			
printed copy of record*		printed copy of information derived from the record*	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.		YES	NO

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: _____

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

**SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE**

FEES IN RESPECT OF PRIVATE BODIES

1. *The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.*

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

- (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

- (2) For purposes of section 54(2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.

- (3) The actual postage is payable when a copy of a record must be posted to a requester.

THE BANKING COUNCIL

South Africa

File Ref : 14031

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("the Act") FOR THE BANKING COUNCIL South Africa

Company Overview:

The Banking Council is the representative voice of banking in South Africa and its members include foreign, retail, merchant, investment and commercial banks. Its role is to "establish and maintain the best possible platform on which banking groups can do competitive, profitable and responsible banking".

Comments and submissions on regulatory changes, legislation, consumer concerns and policy documents, as well as research and study into best international practice, are core strategic activities of The Banking Council.

PART I

(Information required under section 51(1)(a) of the Act)

Name of Body:	THE BANKING COUNCIL South Africa
Postal Address:	P O Box 61674 Marshalltown 2107
Physical Address:	10 th Floor 17 Harrison Street Johannesburg 2001
Telephone Number:	(011) 370-3501
Fax Number:	(011) 836-5509
Chief Executive:	R S K Tucker
e-mail address:	bobt@banking.org.za
Information Officer:	J M Hulley
e-mail address:	jasperh@banking.org.za

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed 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
E-mail: PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

A limited supply of the following publications is available

- The South African Banking Review – 1999
- Code of Banking Practice (Currently under review)

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to **THE BANKING COUNCIL South Africa**, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999

PART V

(Information required under section 51(1)(e) of the Act)

A: Records that may be Requested**i. Operational Information**

Such information as is required for the day-to-day running of **THE BANKING COUNCIL South Africa**. For instance: internal phone lists; address lists; company policies; directives; contracts; employee records; requisitions; permits; licences; authorisations; approvals; applications; consents and general "house keeping" information.

ii. Communications

Correspondence between persons within and without **THE BANKING COUNCIL South Africa**.

iii. Website

THE BANKING COUNCIL South Africa's Website address is www.banking.org.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the company.

iv. Other Sources of Information

THE BANKING COUNCIL South Africa does not have other sources of information.

B: The Request Procedures**i. Form of request**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c) and (e)].
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of **THE BANKING COUNCIL South Africa**. Copies may also be requested from the South African Human Rights Commission and the *Government Gazette*. The manual is also published on **THE BANKING COUNCIL South Africa's** website referred to above.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the "regulations" section.

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 ('the Act') FOR
MOORE PROCESS CONTROLS (PTY) LTD

Company Overview:

Importation and distribution of industrial instrumentation and distributed control systems, and related engineering services.

PART I

(Information required under section 51(1)(a) of the Act)

Name of Body: Moore Process Controls (Pty) Ltd
Physical Address: 39 Monza Close, Kyalami Business Park, Midrand.
Postal Address: P O Box 6442, Halfway House, 1685
Head of Body: Kevin Anthony Stuart Hore
Telephone No: (011) 466-1673
Fax No: (011) 466-1618
E-mail: Kevin.h@moore.co.za

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed 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
E-mail: PAIA@sahrc.org.za

PART III

(Information required under section 51(1)(c) of the Act)

Literature is freely available regarding the following:

Product Information
Product Specifications
Instructions for product use and configuration.

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to **Moore Process Controls (Pty) Ltd**, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills development Levies Act 9 of 1999

PART V

(Information required under section 51(1)(e) of the Act)

A: Records that may be Requested

i. Operational Information

Such information as is required for the day to day running of **Moore Process Controls (Pty) Ltd**. For instance: internal phone lists; address lists; company policies; directives; contracts; employee records; requisitions; permits; licences; authorisations; approvals; applications; consents and general "house keeping" information.

ii. Communications

Correspondence between persons within and without **Moore Process Controls (Pty) Ltd**.

iii. Website

Moore Process Controls's Website address is www.moore.co.za and is accessible to anyone who has access to the internet. The Website contains various categories of information relating to the company.

iv. Other Information

Product history, redundant systems, past product information.

B: The Request Procedures

i. Form of request

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].

- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c) and (e)].
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

PART VI

(Information required under section 51(1)(f) of the Act)

The Minister of Justice and Constitutional Development has not made any regulations in this regard

PART VII

(Availability of manual under section 51(3) of the Act)

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of **Moore Process Controls (Pty) Ltd.** Copies may also be requested from the South African Human Rights Commission and the *Government Gazette*.

PART VIII

(prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the "regulations" section.

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 ('the Act') FOR
AMALGAMATED APPLIANCE HOLDINGS LIMITED
and its Group of Companies

Company Overview:

Amalgamated Appliance Holdings Limited (Amap) is a focused Household Electrical Durables (HED) group specialising in importing, manufacturing and distributing household electric durables locally and internationally.

PART I

(Information required under section 51(1)(a) of the Act)

Name of Body: Amalgamated Appliance Holdings Limited
Registration No: 1997/004130/06
Physical Address: 29 Heronmere Road, Reuven. 2091
Postal Address: P.O. Box 39186, Booyens. 2016
Head of Body: CEO : Jacob Cohen,
Company Secretary : Bruce Drummond
Human Resource : Johan Deetlefs
Telephone No: 011 490-9000
Fax No: 011 490-9115
E-mail: headoffice@amap.co.za
Web site: www.amap.co.za

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed 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
E-mail: PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable

For company information and product reference, please refer to website:
www.amap.co.za

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to **Amalgamated Appliance Holdings Limited**, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999
Pension Funds Act 24 of 1956
Johannesburg Stock Exchange Listing Requirements

PART V

(Information required under section 51(1)(e) of the Act)

A: Records that may be Requested

i. Operational Information

Such information as is required for the day to day running of **Amalgamated Appliance Holdings Limited**. For instance: internal phone lists; address lists; company policies; directives; contracts; employee records; requisitions; permits; licences; authorisations; approvals; applications; consents and general "house keeping" information.

ii. Communications

Correspondence between persons within and without **Amalgamated Appliance Holdings Limited**.

iii. Website

Amalgamated Appliance Holdings Limited's Website address is www.amap.co.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the company.

iv. Other Sources of Information

Company information and results can be viewed on www.profile.co.za or info@profile.co.za under AMAP (you are however required to subscribe to the JSE handbook website).

B: The Request Procedures

i. Form of request

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c) and (e)].
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed request fee before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50 per request. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)]. This fee will be dependant upon the amount of information and time spent on the search

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of **Amalgamated Appliance Holdings Limited**. Copies may also be requested from the South African Human Rights Commission and the *Government Gazette*.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the "regulations" section.

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 ('the Act') FOR
WIRELESS BUSINESS SOLUTIONS (PROPRIETARY) LIMITED

Company Overview:

Wireless Business Solutions (Proprietary) Limited is primarily involved in providing national mobile telecommunication and related services.

PART I

(Information required under section 51(1)(a) of the Act)

Name of Body: Wireless Business Solutions (Proprietary) Limited
Physical Address: 15th Floor, Radio Park Building
Henley Road
Auckland Park
Postal Address: P O Box 989
Auckland Park
2006
Head of Body: Mlungisi Hlongwane
Telephone No: (011) 715-3400
Fax No: (011) 715-3401
E-mail: mlungisi.hlongwane@wbsmobile.co.za

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed 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
E-mail: PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to **Wireless Business Solutions (Proprietary) Limited**, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999
Telecommunications Act 103 of 1996

PART V

A: Records that may be Requested

i. Operational Information

Such information as is required for the day to day running of **Wireless Business Solutions (Proprietary) Limited**. For instance: internal phone lists; address lists; company policies; directives; contracts; employee records; requisitions; permits; licences; authorisations; approvals; applications; consents and general "house keeping" information.

ii. Communications

Correspondence between persons within and without **Wireless Business Solutions (Proprietary) Limited**.

iii. Website

Wireless Business Solutions (Proprietary) Limited's Website address is www.wbsmobile.co.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the company.

B: The Request Procedures

i. Form of request

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to

be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c) and (e)].

- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of **Wireless Business Solutions (Proprietary) Limited**. Copies may also be requested from the South African Human Rights Commission and the *Government Gazette*. The manual is also published on **Wireless Business Solutions (Proprietary) Limited's** website referred to above.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

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