



# Government Gazette

**REPUBLIC OF SOUTH AFRICA**

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## **M A N U A L**

**THE PROMOTION OF ACCESS TO INFORMATION  
ACT (NO. 2 OF 2000)**



**AIDS HELPLINE: 0800-0123-22 Prevention is the cure**

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**NWK-GROEP****GIDS IN TERME VAN ARTIKEL 51 VAN DIE WET OP BEVORDERING  
VAN TOEGANG TOT INLIGTING, WET 2 VAN 2000**

**NWK BEHEREND BEPERK  
NWK BEPERK  
CRAIL HOLDINGS (EDMS) BPK  
NOORDFED (DELAREYVILLE) (EDMS) BPK  
NOORDFED (EDMS) BPK  
NORLO PROPERTIES (EDMS) BPK  
ECONOTRAC (EDMS) BPK  
EPKO OIL SEED CRUSHING (EDMS) BPK  
EPKO OIL REFINERY (EDMS) BPK  
MARIKOOP GARAGE (EDMS) BPK  
NOORDWES EIENDOMME (EDMS) BPK  
NOORDWES MOTORS (EDMS) BPK  
NOORDWES AUTOCENTRUM (EDMS) BPK  
NOORDWES MOTORS MAFIKENG (EDMS) BPK  
ASSOCIATED TRANSMISSION COMPANY (EDMS) BPK**

(Weergawe 2 gedateer 2002-09-13)

**Opgestel in terme van Artikel 51 van die Wet op Bevordering van Toegang tot Inligting,  
Wet 2 van 2000.**

### **Die Hoof van die Groep**

Dr C L Wentzel is die hoof uitvoerende beampte van die groep. Hy kan genader word by:

NWK  
Posbus 107  
LICHTENBURG  
2740

NWK  
Scholtzstraat 81  
LICHTENBURG  
2740

Telefoon: (018) 633 1000  
Faks: (018) 633 1905  
e-pos: [sekr@nwk.co.za](mailto:sekr@nwk.co.za)

### **Die Menseregtekommissie**

Die Menseregtekommissie het, ten tyde van die opstel van hierdie dokument, nog nie 'n Gids in terme van Artikel 10 van die Wet opgestel nie. Die Gids sal egter eersdaags beskikbaar wees by:

S A Menseregtekommissie  
Privaatsak 2700  
HOUGHTON  
2041

Telefoon: (011) 484 8300  
Faks: (011) 484 1360  
Webwerf: [www.sahrc.org.za](http://www.sahrc.org.za)

### **Die Inligtingsbeampte**

Die administratiewe funksies in terme van die Wet is aan die Groepsekretaris gedelegeer en afskrifte van hierdie Gids kan kosteloos van die Sekretaris aangevra word. Dit is ook op die Maatskappy se webwerf gepubliseer. Navrae en aansoeke moet aan die Sekretaris gerig word by:

Die Sekretaris  
NWK  
Posbus 107  
LICHTENBURG  
2740

Die Sekretaris  
NWK  
Scholtzstraat 81  
LICHTENBURG  
2740

Telefoon: (018) 633 1159  
Faks: (018) 633 1905  
e-pos: [sekr@nwk.co.za](mailto:sekr@nwk.co.za)

### Prosedure en Gelde

Versoeke moet in die voorgeskrewe vorm by die Sekretaris ingehandig word. Die versoekvorm moet genoeg inligting bevat om die Sekretaris in staat te stel om die Versoeker en die betrokke rekord te identifiseer en effektief met die Versoeker te kan korrespondeer. Verder moet die reg wat die Versoeker wil beskerm of uitoefen duidelik uiteengesit word.

Dit is dus raadsaam, maar nie verpligtend nie, dat die Versoeker met die Sekretaris 'n afspraak maak sodat die relevante inligting korrek afgeneem kan word.

Die Sekretaris sal die Versoeker so gou moontlik verwittig indien versoekgelde gehef word. Versoekgelde is in kontant betaalbaar by die Sekretaris, tensy 'n ander reëling getref is.

Die Versoeker sal so gou moontlik, maar binne 30 dae nadat die volledige versoekvorm ontvang is, verwittig word van die uitslag van die versoek en die toegangsgelde wat gehef word. Toegangsgelde is in kontant betaalbaar by die Sekretaris, tensy 'n ander reëling getref is.

Indien die versoek toegestaan word, sal die rekords aan die Versoeker beskikbaar gestel word.

Die Versoeker (of derde persoon) kan die Inligtingsbeampte se besluit laat hersien deur 'n aansoek binne 30 dae by die tersaaklike Hof in te dien.

### Beskikbare Rekords

Tabel A bevat 'n opsomming van die rekords wat deur die Groep gehou word, insluitend rekords wat in terme van ander wetgewing gehou word (Art 51(1)(d) en (e)). Daar is geen beskrywing van dokumente wat vryelik beskikbaar is in terme van Artikel 52 by die Minister ingedien nie, maar van dié rekords word in Tabel A uiteengesit. Oor die algemeen moet 'n amptelike versoek in terme van die Wet vir toegang tot rekords gerig word. In sommige gevalle is die rekords egter vryelik beskikbaar en in ander gevalle kan afskrifte óf kosteloos óf by betaling van 'n fooi beskikbaar gemaak word. In sommige gevalle is die rekords slegs beskikbaar vir aandeelhouers. Van die rekords word ook periodiek vernietig. Dit is dus raadsaam, maar nie verpligtend nie, om, voordat 'n amptelike versoek gerig word, by die Sekretaris te verneem of die betrokke rekord moontlik vryelik beskikbaar is.

Tabel A

## OPGAWE VAN REKORDS IN TERME VAN ARTIKEL 51(1)(d) EN (e)

ONDERWERP	KATEGORIE	BESKRYWING	WORD GEHOU I.T.V.			BESKIKBAARHEID AAN PUBLIEK		
			WETGEWING	INTERNE REËLING	NIE BESKIKBAAR	BESKIKBAAR VIR INSAE	AFSKRIFTE BESKIKBAAR	
MAATSKAPPY-REGISTERS	REGISTERS	Direkteure en Beampies	Art 215 Wet 61/73			X	@ fooi	
		Direkteure se Belange	Art 240 Wet 61/73			X	@ fooi	
		Aandeelhouders	Art 105 Wet 61/73			X	@ fooi	
		Dividend	R 2592 dd 25/11/83		X			
		Toewysings	Art 93 Wet 61/73			X	@ fooi	
		Bates	R 2592 dd 25/11/83		X			
		Bywoning (Direkteure en Bestuurders)	Art 245 Wet 61/73			(Slegs aandeelhouders)	(Slegs aandeelhouders @ fooi)	
		Verbande	R 2592 dd 25/11/83		X			
		Aandeelhouders	Art 204 en 206 Wet 61/73		X	(Slegs aandeelhouders)	(Slegs aandeelhouders @ fooi)	
		Direkteurs	Art 242 Wet 61/73		X			
	Bestuurders	Art 242 Wet 61/73		X				
	Ander		X	X				

ONDERWERP	KATEGORIE	BESKRYWING	WORD GEHOU I.T.V.			BESKIKBAARHEID AAN PUBLIEK		
			WETGEWING	INTERNE REËLING	NIE BESKIKBAAR	BESKIKBAAR VIR INSAE	AFSKRIFTE BESKIKBAAR	
BELASTING	Sertifikate	IRP5	Hoofstuk II Wet 58/62		X			
		IB3	Hoofstuk II Wet 58/62		X			
	Opgawes	Opgawes	Hoofstuk II Wet 58/62		X			
REKENKUNDIG		Oorbetalingsstate	Hoofstuk II Wet 58/62		X			
		Debiteure	Hoofstuk II Wet 58/62		X			
		Krediteure	Hoofstuk II Wet 58/62		X			
		Huurkoop	Hoofstuk II Wet 58/62		X			
		Vorraad	Hoofstuk II Wet 58/62		X			
		Jaarstate	Jaarstate	R 2592 dd 25/11/83		X		
		Boeke	Grootboek	Hoofstuk II Wet 58/62		X		
	Dokumente	Kwitansies, fakture, debiet- en kredietnotas, eise, bestellings,	Hoofstuk II Wet 58/62		X			
	Werkspapiere	Werkspapiere		X				
LOUDIT	Interne Oudit	Verslae		X				
JSE	MAKELAARS-DOKUMENTE	Kontrakte	Art 7 Wet 55/86		X			
ALGEMEEN	KORRESPONDENSIE	KORRESPONDENSIE		X				

ONDERWERP	KATEGORIE	BESKRYWING	WORD GEHOU I.T.V.		BESKIKBAARHEID AAN PUBLIEK		
			WETGEWING	INTERNE REËLING	NIE BESKIKBAAR	BESKIKBAAR VIR INSAE	AFSKRIFTE BESKIKBAAR
PERSONEEL		Inspeksie	Art 18 Wet 85/93		X		
	Personeel	Persoonlike Besonderhede	Art 31 Wet 75/97		X		
	Besoldiging	Besoldiging	Art 31 Wet 75/97		X		
	Kontrakte	Kontrakte		X	X		
	Kursusse	Kursusse		X	X		
LISENSIES	Voertuie	Voertuie	Hoofstuk V Wet 93/96		X		
	Handel	Handel	Plaaslike Verordeninge		X		
	Drank	Drank	Art 32 Wet 27/89			X	
	Gif	Gif	Art 4 Wet 15/73			X	
TWEEDEHAND-SE GOED	Musiek	Musiek	SAMRO			X	
	Wapens	Wapens	Art 19 Wet 75/69			X	
	Register	Register	Art 6 Wet 23/55		X		
	Sertifikaat	Sertifikaat	Art 3 Wet 23/55		X		
KORRESPONDENSIE	Verslag	Verslag	Art 9 Wet 23/55		X		
	Korrespondensie	Korrespondensie		X	X		
ALGEMEEN	Algemeen	Logstate		X	X		



ONDERWERP	KATEGORIE	BESKRYWING	WORD GEHOU I.T.V.		BESKIKBAARHEID AAN PUBLIEK		
			WETGEWING	INTERNE REËLING	NIE BESKIKBAAR	BESKIKBAAR VIR INSAE	AFSKRIFTE BESKIKBAAR
		Kontrakte		X	X		
		Tarieflyste		X	X		
		ISO Dokumente		X	X		
		Vragbriewe		X	X		
		Kwotasies		X	X		
		Sekuriteite		X	X		

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**PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000**

**SONAE PENSION FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36714/R)**



**INTRODUCTION**

**THE ACT:** The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE PENSION FUND:** The Sonae Pension Fund is a closed fund consisting of Sonae Novobord (Pty) Ltd and Novobord (Pty) Ltd staff members who were previously members of the Sappi Pension Fund. Sonae Novobord (Pty) Ltd and Novobord (Pty) Ltd are wholly owned subsidiaries of Sonae Industria, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

**CONTACT DETAILS:** In terms of the Act the Chairman of the Board of Trustees (the head) is the information officer for the Sonae Pension Fund.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chairman of the Board of Trustees is: Sidney Quinten Coetzee.  
The Deputy Information Officer is: Christopher Alexander Hall.

<b>ADDRESS:</b>	<b>Registered Office:</b>	<b>Postal:</b>	Postnet Suite 202
	28 Frickler Road		Private Bag X9
	Illovo		Benmore, 2010
	Johannesburg		
	2196		

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE PENSION FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36714/R)



**Physical:** First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Sidney Quinten Coetzee	Chairman Board of Trustees	011 5072317	011 788 1876	scoetzee@sonae.co.za
Christopher Alexander Hall	Deputy Information Officer	011 5072374	011 788 1876	Chall@sonae.co.za

Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

#### HOW TO USE THIS MANUAL:

Read through this manual.

If you have any difficulty using or understanding this manual, please contact the Head or the Deputy Information Officer at the numbers or addresses listed above, or contact the South African Human Rights Commission. The Act requires that requests for the access to records & information must be made in prescribed form.

#### FORM OF REQUEST:

At the back of this manual is a prescribed Form C Request for Access to record of private body. (Additional copies of this form may be obtained at the contact addresses).

Fill in all the fields in the request form or re-write the details in an email.

Send your request to the Contact address or to the fax no or email address listed.

You must provide sufficient detail in the request form to enable the Head of the Company to easily identify:

- The record you require.
- Which form of access is required.
- The right that is sought to be exercised or to be protected.
- How you wish to be informed.

You must provide an explanation of why the requested record is required for the exercise or protection of that right.

You should also indicate if any other manner is to be used to inform you or convey the record requested to you.

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE PENSION FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36714/R)



If you are making a request on behalf of another person you must submit proof of the capacity in which you are making the request in order to satisfy the Head of the Company.

Sonae Pension Fund will reply within 30 days of the date of receiving your request as to whether the information is accessible and how and where it may be collected.

**FEES:** The Act requires the Head of the Company in certain circumstances to notify the requester to pay the prescribed request fee, before further processing your request. Annexure 1 in this manual reflects the prescribed fees, in respect of private bodies which you may be requested to pay before further processing or your request.

You will be notified by the Head of the Company as to the fee to be paid and the manner of payment.

Should you be requesting personal information about yourself you will not be required to pay the request fee.

The prescribed request fee for each and every request for record (other than your personal information) is R50.

The Head of the Company may with hold the record you have requested until the R50 fee has been paid.

You may lodge an application to the court against the payment of the R50 request fee.

The Head of the company will notify you of his decision relating to the request in the manner which you have specified in the form.

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

Records that cannot be found or do not exist

Should, after a diligent search the record which you requested cannot be found the Head of the Company will by way of affidavit notify you that it is not possible to give access to that record.

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE PENSION FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36714/R)



Remedies available should the Sonae Pension Fund fail to respond to your request

Should you believe that Pension Fund's refusal to grant information to you is unjustifiable, or should you have any other grounds for complaint in terms of the promotion of access to information act, you may lodge an application with a court against the refusal of a request in terms of Section 52 of the Act.

You will be informed of the procedures that you should follow.

**RECORDS HELD**

**Without a person having to request access: NIL**

**In accordance with other legislation.**

Department	Act
Human Resources	Pension Funds Act no 24 of 1956.

**MAY BE REQUESTED**

SUBJECT	CATEGORY
Human Resources	Pension fund.

**AVAILABILITY OF THIS MANUAL**

This manual is available from any of the contact addresses listed and may be viewed free of charge at the Sonae Pension Fund's offices.

Copies are available from the South African Human Rights Commission:

PAIA Unit  
Private Bag 2700  
Houghton 2041  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.  
Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

TAFIBRA SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 1998/003422/07



INTRODUCTION

**THE ACT:**

The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE COMPANY:**

Tafibra South Africa (Pty) Limited is a wholly owned subsidiary of Sonae Industria, SGPS, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

Tafibra South Africa (Pty) Limited is a manufacturing company in the Sonae Group with a manufacturing plant situated at Panbult near Ermelo in Mpumalanga.

Tafibra is committed to a culture of good governance, accountability, transparency and responsibility to stake holders.

**CONTACT DETAILS:** In terms of the Act the Chief Executive Officer (the head) is the information officer for Tafibra.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chief Executive Officer is: Sidney Quinten Coetzee.  
The Deputy Information Officer is: Craig Mark MacMurray.

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ManualPROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000TAFIBRA SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 1998/003422/07

**ADDRESS:**           **Postal:**           Postnet Suite 202  
Private Bag X9  
Benmore, 2010

**Physical:**           First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Sidney Quinten Coetzee	Head of Body (CEO)	011 5072317	011 788 1876	Scoetzee@sonae.co.za
Craig Mark MacMurray	Deputy Information Officer (Executive Director)	011 5072306	011 788 1876	Craig.macmurray@sonae.co.za

Website:           [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**HOW TO USE THIS MANUAL:**

Read through this manual.

If you have any difficulty using or understanding this manual, please contact the Head or the Deputy Information Officer at the numbers or addresses listed above, or contact the South African Human Rights Commission. The Act requires that requests for the access to records & information must be made in prescribed form.

**FORM OF REQUEST:**

At the back of this manual is a prescribed Form C Request for Access to record of private body. (Additional copies of this form may be obtained at the contact addresses).

Fill in all the fields in the request form or re-write the details in an email.

Send your request to the Contact address or to the fax no or email address listed.

You must provide sufficient detail in the request form to enable the Head of the Company to easily identify:

- The record you require.
- Which form of access is required.
- The right that is sought to be exercised or to be protected.
- How you wish to be informed.

**Section 51  
Manual****PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000****TAFIBRA SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 1998/003422/07**

You must provide an explanation of why the requested record is required for the exercise or protection of that right.

You should also indicate if any other manner is to be used to inform you or convey the record requested to you.

If you are making a request on behalf of another person you must submit proof of the capacity in which you are making the request in order to satisfy the Head of the Company.

Tafibra will reply within 30 days of the date of receiving your request as to whether the information is accessible and how and where it may be collected.

**FEES:** The Act requires the Head of the Company in certain circumstances to notify the requester to pay the prescribed request fee, before further processing your request. Annexure 1 in this manual reflects the prescribed fees, in respect of private bodies which you may be requested to pay before further processing or your request.

You will be notified by the Head of the Company as to the fee to be paid and the manner of payment.

Should you be requesting personal information about yourself you will not be required to pay the request fee.

The prescribed request fee for each and every request for record (other than your personal information) is R50.

The Head of the Company may with hold the record you have requested until the R50 fee has been paid.

You may lodge an application to the court against the payment of the R50 request fee.

The Head of the company will notify you of his decision relating to the request in the manner which you have specified in the form.

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

Records that cannot be found or do not exist

Should, after a diligent search the record which you requested cannot be found the Head of the Company will by way of affidavit notify you that it is not possible to give access to that record.



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INFORMATION ACT NO 2 OF 2000

TAFIBRA SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 1998/003422/07



Remedies available should Tafibra fail to respond to your request

Should you believe that Tafibra's refusal to grant information to you is unjustifiable, or should you have any other grounds for complaint in terms of the promotion of access to information act, you may lodge an application with a court against the refusal of a request in terms of Section 52 of the Act.

You will be informed of the procedures that you should follow.

**RECORDS HELD**

**Without a person having to request access:**

<u>Title</u>	<u>Contents</u>
Product Guide	List of products - Applications - Advantages - Dimensions - Physical properties.

Available from Contact addresses and on Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**In accordance with other legislation.**

<b>Department</b>	<b>Act</b>
Human Resources	Basic Conditions of Employment Act no 75 of 1997. Compensation for Occupational Injuries and Health Diseases Act no 130 of 1993. Employment Equity Act no 55 of 1998. Labour relations Act no 66 of 1995. Occupational Health and Safety Act no 85 of 1993 Pension Funds Act no 24 of 1956. Regional Services Councils Act No 109 of 1985. Skills Development Levy Act no 9 of 1999. Skill Development Act no 97 of 1998. Unemployment Contributions Act no 4 of 2002. Unemployment Insurance Act no 63 of 2001.
Finance	Companies Act no 61 of 1973. Currency and Exchanges Act no 9 of 1933. Finance Act no 35 of 2000. Financial Relations Act no 65 of 1976. Income Tax Act no 95 of 1967. Value Added Tax Act no 89 of 1991.

**\*\* MAY BE REQUESTED**

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INFORMATION ACT NO 2 OF 2000TAFIBRA SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 1998/003422/07

SUBJECT	CATEGORY
Manufacturing	Production, project management and engineering services Productivity and benchmarking. Plant standards and procedures. Plant information; - Maintenance - Performance - Safety - Environment affairs - ISO 9000 - ISO 14000
Finance	Tafibra's financial performance. Treasury. Taxation. Financial Systems & Control. Secretariat. Short term insurance.
Human Resources	Remuneration & Benefits. Salary Surveys. Conditions of Service. Industrial/Labour relations. Pension fund. Provident Fund. Skills requirements. Training.
Marketing & Sales	Group Sales & Marketing.
Distribution	Distribution information and strategy management. Customer Services.
Research & Development	Registered Trade marks & Patents. Environmental affairs
Procurement	Procurement and Commercial Strategies.

**AVAILABILITY OF THIS MANUAL**

This manual is available from any of the contact addresses listed and may be viewed free of charge at Tafibra's offices.

Copies are available from the South African Human Rights Commission:

PAIA Unit  
Private Bag 2700  
Houghton 2041  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.  
Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 2000/009548/07



INTRODUCTION

**THE ACT:** The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE COMPANY:** Novobord (Pty) Limited is a wholly owned subsidiary of Sonae Industria, SGPS, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

Novobord (Pty) Limited is a manufacturing company in the Sonae Group with manufacturing plants situated at Rocky Drift near White River and George in the Southern Cape.

Novobord is committed to a culture of good governance, accountability, transparency and responsibility to stake holders.

**CONTACT DETAILS:** In terms of the Act the Chief Executive Officer (the head) is the information officer for Novobord.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chief Executive Officer is: Sidney Quinten Coetzee.  
The Deputy Information Officer is: Craig Mark MacMurray.

Section 51  
ManualPROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 2000/009548/07

**ADDRESS:**

**Postal:** Postnet Suite 202  
Private Bag X9  
Benmore, 2010

**Physical:** First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Sidney Quinten Coetzee	Head of Body (CEO)	011 5072317	011 788 1876	Scoetzee@sonae.co.za
Craig Mark MacMurray	Deputy Information Officer (Executive Director)	011 5072306	011 788 1876	Craig.macmurray@sonae.co.za

Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**HOW TO USE THIS MANUAL:**

Read through this manual.

If you have any difficulty using or understanding this manual, please contact the Head or the Deputy Information Officer at the numbers or addresses listed above, or contact the South African Human Rights Commission. The Act requires that requests for the access to records & information must be made in prescribed form.

**FORM OF REQUEST:**

At the back of this manual is a prescribed Form C Request for Access to record of private body. (Additional copies of this form may be obtained at the contact addresses).

Fill in all the fields in the request form or re-write the details in an email.

Send your request to the Contact address or to the fax no or email address listed.

You must provide sufficient detail in the request form to enable the Head of the Company to easily identify:

- The record you require.
- Which form of access is required.
- The right that is sought to be exercised or to be protected.
- How you wish to be informed.

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INFORMATION ACT NO 2 OF 2000

NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 2000/009548/07



You must provide an explanation of why the requested record is required for the exercise or protection of that right.

You should also indicate if any other manner is to be used to inform you or convey the record requested to you.

If you are making a request on behalf of another person you must submit proof of the capacity in which you are making the request in order to satisfy the Head of the Company.

Novobord will reply within 30 days of the date of receiving your request as to whether the information is accessible and how and where it may be collected.

**FEES:** The Act requires the Head of the Company in certain circumstances to notify the requester to pay the prescribed request fee, before further processing your request. Annexure 1 in this manual reflects the prescribed fees, in respect of private bodies which you may be requested to pay before further processing or your request.

You will be notified by the Head of the Company as to the fee to be paid and the manner of payment.

Should you be requesting personal information about yourself you will not be required to pay the request fee.

The prescribed request fee for each and every request for record (other than your personal information) is R50.

The Head of the Company may withhold the record you have requested until the R50 fee has been paid.

You may lodge an application to the court against the payment of the R50 request fee.

The Head of the company will notify you of his decision relating to the request in the manner which you have specified in the form.

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

Records that cannot be found or do not exist

Should, after a diligent search the record which you requested cannot be found the Head of the Company will by way of affidavit notify you that it is not possible to give access to that record.

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**PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000**

**NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 2000/009548/07**



**REMEDIES AVAILABLE SHOULD NOVOBORD FAIL TO RESPOND TO YOUR REQUEST**

Should you believe that Novobord's refusal to grant information to you is unjustifiable, or should you have any other grounds for complaint in terms of the promotion of access to information act, you may lodge an application with a court against the refusal of a request in terms of Section 52 of the Act.

You will be informed of the procedures that you should follow.

**RECORDS HELD**

**Without a person having to request access:**

<u>Title</u>	<u>Contents</u>
Product Guide	List of products - Applications - Advantages - Dimensions - Physical properties.

Available from Contact addresses and on Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**In accordance with other legislation.**

<b>Department</b>	<b>Act</b>
Human Resources	Basic Conditions of Employment Act no 75 of 1997. Compensation for Occupational Injuries and Health Diseases Act no 130 of 1993. Employment Equity Act no 55 of 1998. Labour relations Act no 66 of 1995. Occupational Health and Safety Act no 85 of 1993 Pension Funds Act no 24 of 1956. Regional Services Councils Act No 109 of 1985. Skills Development Levy Act no 9 of 1999. Skill Development Act no 97 of 1998. Unemployment Contributions Act no 4 of 2002. Unemployment Insurance Act no 63 of 2001.
Finance	Companies Act no 61 of 1973. Currency and Exchanges Act no 9 of 1933. Finance Act no 35 of 2000. Financial Relations Act no 65 of 1976. Income Tax Act no 95 of 1967. Value Added Tax Act no 89 of 1991.

**MAY BE REQUESTED**

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INFORMATION ACT NO 2 OF 2000

NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 2000/009548/07



SUBJECT	CATEGORY
Manufacturing	Production, project management and engineering services Productivity and benchmarking. Plant standards and procedures. Plant information; - Maintenance - Performance - Safety - Environment affairs - ISO 9000 - ISO 14000
Finance	Novobord's financial performance. Treasury. Taxation. Financial Systems & Control. Secretariat. Short term insurance.
Human Resources	Remuneration & Benefits. Salary Surveys. Conditions of Service. Industrial/Labour relations. Pension fund. Provident Fund. Skills requirements. Training.
Marketing & Sales	Group Sales & Marketing.
Distribution	Distribution information and strategy management. Customer Services.
Research & Development	Registered Trade marks & Patents. Environmental affairs
Procurement	Procurement and Commercial Strategies.

**AVAILABILITY OF THIS MANUAL**

This manual is available from any of the contact addresses listed and may be viewed free of charge at Novobord's offices.

Copies are available from the South African Human Rights Commission:

PAIA Unit  
Private Bag 2700  
Houghton 2041  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.  
Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

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**PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000**

**SONAE NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 1994/00421/07**



**INTRODUCTION**

**THE ACT:**

The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE COMPANY:**

Sonae Novobord (Pty) Limited is a wholly owned subsidiary of Sonae Industria, SGPS, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

Sonae Novobord (Pty) Limited is the Marketing, Selling, Distribution, Customer Service, Finance and Administration company of the South African Group.

Sonae Novobord is committed to a culture of good governance, accountability, transparency and responsibility to stake holders.

**CONTACT DETAILS:** In terms of the Act the Chief Executive Officer (the head) is the information officer for Sonae Novobord.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chief Executive Officer is: Sidney Quinten Coetzee.  
The Deputy Information Officer is: Craig Mark MacMurray.



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INFORMATION ACT NO 2 OF 2000SONAE NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 1994/00421/07

**ADDRESS:**           **Postal:**           Postnet Suite 202  
Private Bag X9  
Benmore, 2010

**Physical:**           First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Sidney Quinten Coetzee	Head of Body (CEO)	011 5072317	011 788 1876	Scoetzee@sonae.co.za
Craig Mark MacMurray	Deputy Information Officer (Executive Director)	011 5072306	011 788 1876	Craig.macmurray@sonae.co.za

Website:           [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**HOW TO USE THIS MANUAL:**

Read through this manual.

If you have any difficulty using or understanding this manual, please contact the Head or the Deputy Information Officer at the numbers or addresses listed above, or contact the South African Human Rights Commission. The Act requires that requests for the access to records & information must be made in prescribed form.

**FORM OF REQUEST:**

At the back of this manual is a prescribed Form C Request for Access to record of private body. (Additional copies of this form may be obtained at the contact addresses).

Fill in all the fields in the request form or re-write the details in an email.

Send your request to the Contact address or to the fax no or email address listed.

You must provide sufficient detail in the request form to enable the Head of the Company to easily identify:

- The record you require.
- Which form of access is required.
- The right that is sought to be exercised or to be protected.
- How you wish to be informed.

**Section 51  
Manual****PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000****SONAE NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 1994/00421/07**

You must provide an explanation of why the requested record is required for the exercise or protection of that right.

You should also indicate if any other manner is to be used to inform you or convey the record requested to you.

If you are making a request on behalf of another person you must submit proof of the capacity in which you are making the request in order to satisfy the Head of the Company.

Sonae Novobord will reply within 30 days of the date of receiving your request as to whether the information is accessible and how and where it may be collected.

**FEES:** The Act requires the Head of the Company in certain circumstances to notify the requester to pay the prescribed request fee, before further processing your request. Annexure 1 in this manual reflects the prescribed fees, in respect of private bodies which you may be requested to pay before further processing or your request.

You will be notified by the Head of the Company as to the fee to be paid and the manner of payment.

Should you be requesting personal information about yourself you will not be required to pay the request fee.

The prescribed request fee for each and every request for record (other than your personal information) is R50.

The Head of the Company may with hold the record you have requested until the R50 fee has been paid.

You may lodge an application to the court against the payment of the R50 request fee.

The Head of the company will notify you of his decision relating to the request in the manner which you have specified in the form.

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

Records that cannot be found or do not exist

Should, after a diligent search the record which you requested cannot be found the Head of the Company will by way of affidavit notify you that it is not possible to give access to that record.

Section 51  
ManualPROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000SONAE NOVOBORD (PTY) LIMITED  
REGISTRATION NO: 1994/00421/07Remedies available should Sonae Novobord fail to respond to your request

Should you believe that Sonae Novobord's refusal to grant information to you is unjustifiable, or should you have any other grounds for complaint in terms of the promotion of access to information act, you may lodge an application with a court against the refusal of a request in terms of Section 52 of the Act.

You will be informed of the procedures that you should follow.

**RECORDS HELD****Without a person having to request access:**

<u>Title</u>	<u>Contents</u>
Product Guide	List of products - Applications - Advantages - Dimensions - Physical properties.

Available from Contact addresses and on Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**In accordance with other legislation.**

<b>Department</b>	<b>Act</b>
Human Resources	Basic Conditions of Employment Act no 75 of 1997. Compensation for Occupational Injuries and Health Diseases Act no 130 of 1993. Employment Equity Act no 55 of 1998. Labour relations Act no 66 of 1995. Occupational Health and Safety Act no 85 of 1993 Pension Funds Act no 24 of 1956. Regional Services Councils Act No 109 of 1985. Skills Development Levy Act no 9 of 1999. Skill Development Act no 97 of 1998. Unemployment Contributions Act no 4 of 2002. Unemployment Insurance Act no 63 of 2001.
Finance	Companies Act no 61 of 1973. Currency and Exchanges Act no 9 of 1933. Finance Act no 35 of 2000. Financial Relations Act no 65 of 1976. Income Tax Act no 95 of 1967. Value Added Tax Act no 89 of 1991.

**\*\* MAY BE REQUESTED**

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REGISTRATION NO: 1994/00421/07

SUBJECT	CATEGORY
Office of the Chief Executive	Delegation of authority Contracts and agreements. Legal - Litigation. - Legislation. - Investigations. - Reports. External communications. Audit.
Finance	Sonae Novobord's financial performance. Treasury. Taxation. Financial Systems & Control. Secretariat. Short term insurance.
Human Resources	Remuneration & Benefits. Salary Surveys. Conditions of Service. Industrial/Labour relations. Pension fund. Provident Fund. Skills requirements. Training.
Marketing & Sales	Group Sales & Marketing.
Distribution	Distribution information and strategy management. Customer Services.
Research & Development	Registered Trade marks & Patents. Environmental affairs
Procurement	Procurement and Commercial Strategies.

**AVAILABILITY OF THIS MANUAL**

This manual is available from any of the contact addresses listed and may be viewed free of charge at Sonae Novobord's offices.

Copies are available from the South African Human Rights Commission:

PAIA Unit  
Private Bag 2700  
Houghton 2041  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.  
Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

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PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 2001/002341/07



INTRODUCTION

**THE ACT:** The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE COMPANY:** Sonae South Africa (Pty) Limited is a wholly owned subsidiary of Sonae Industria, SGPS, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

Sonae South Africa (Pty) Limited is a dormant company in the Sonae Group.

Sonae South Africa is committed to a culture of good governance, accountability, transparency and responsibility to stake holders.

**CONTACT DETAILS:** In terms of the Act the Chief Executive Officer (the head) is the information officer for Sonae South Africa.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chief Executive Officer is: Sidney Quinten Coetzee.  
The Deputy Information Officer is: Craig Mark MacMurray.

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Manual

PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE SOUTH AFRICA (PTY) LIMITED  
REGISTRATION NO: 2001/002341/07



**ADDRESS:**           **Postal:**           Postnet Suite 202  
Private Bag X9  
Benmore, 2010

**Physical:**           First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Sidney Quinten Coetzee	Head of Body (CEO)	011 5072317	011 788 1876	Scoetzee@sonae.co.za
Craig Mark MacMurray	Deputy Information Officer (Executive Director)	011 5072306	011 788 1876	Craig.macmurray@sonae. co.za

Website:           [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

Sonae South Africa (Pty) Limited is a dormant company and therefore no records are kept by this company. Refer to Sonae Novobord (Pty) Limited.

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**PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000**

**SONAE PROVIDENT FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36713/R)**



**INTRODUCTION**

**THE ACT:** The promotion of access to information act has been enacted in order to promote a culture of transparency, accountability and good governance by giving effect to the right of access to information.

The act establishes voluntary and mandatory procedures which enable persons to obtain records of bodies as swiftly, effortlessly and inexpensively as possible, and to exercise and protect all rights as enshrined in the constitution.

**THE PROVIDENT FUND:** The Provident Fund was established for staff members of Sonae Novobord (Pty) Ltd, Novobord (Pty) Ltd and Tafibra South Africa (Pty) Ltd which are wholly owned subsidiaries of Sonae Industria, SA which in turn is owned by Sonae SGPS, SA a company quoted on various stock exchanges, with it's head office in Oporto Portugal.

Sonae Industria SGPS SA is the largest manufacturer and distributor of wood-based panel products in the world.

The Sonae Group in South Africa comprises four wholly owned companies:

Sonae Novobord (Pty) Limited  
Novobord (Pty) Limited  
Tafibra South Africa (Pty) Limited  
Sonae South Africa (Pty) Limited

The group manufactures and distributes wood-based flat board products throughout South Africa and the SADC.

**CONTACT DETAILS:** In terms of the Act the Chairman of the Board of Trustees (the head) is the information officer for the Sonae Provident Fund.

He has in terms of the act appointed a Deputy Information Officer to assist him.

The Chairman of the Board of Trustees is: Christopher Alexander Hall.  
The Deputy Information Officer is: Craig Mark MacMurray.

**ADDRESS:**

<b>Registered Office:</b>	<b>Postal:</b>	Postnet Suite 202
28 Frickler Road		Private Bag X9
Illovo		Benmore, 2010
Johannesburg		
2196		

Section 51  
ManualPROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000SONAE PROVIDENT FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36713/R)

**Physical:** First Floor  
Shell Court  
33 Baker Street  
Rosebank, Johannesburg

NAME	DESIGNATION	TEL NO	FAX NO	EMAIL
Christopher Alexander Hall	Head of Body (CEO)	011 5072374	011 788 1876	Chall@sonae.co.za
Craig Mark MacMurray	Deputy Information Officer (Executive Director)	011 5072306	011 788 1876	Craig.macmurray@sonae.co.za

Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**HOW TO USE THIS MANUAL:**

Read through this manual.

If you have any difficulty using or understanding this manual, please contact the Head or the Deputy Information Officer at the numbers or addresses listed above, or contact the South African Human Rights Commission. The Act requires that requests for the access to records & information must be made in prescribed form.

**FORM OF REQUEST:**

At the back of this manual is a prescribed Form C Request for Access to record of private body. (Additional copies of this form may be obtained at the contact addresses).

Fill in all the fields in the request form or re-write the details in an email.

Send your request to the Contact address or to the fax no or email address listed.

You must provide sufficient detail in the request form to enable the Head of the Company to easily identify:

- The record you require.
- Which form of access is required.
- The right that is sought to be exercised or to be protected.
- How you wish to be informed.

You must provide an explanation of why the requested record is required for the exercise or protection of that right.

You should also indicate if any other manner is to be used to inform you or convey the record requested to you.



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Manual

PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000

SONAE PROVIDENT FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36713/R)



If you are making a request on behalf of another person you must submit proof of the capacity in which you are making the request in order to satisfy the Head of the Company.

Sonae Pension Fund will reply within 30 days of the date of receiving your request as to whether the information is accessible and how and where it may be collected.

**FEES:** The Act requires the Head of the Company in certain circumstances to notify the requester to pay the prescribed request fee, before further processing your request. Annexure 1 in this manual reflects the prescribed fees, in respect of private bodies which you may be requested to pay before further processing or your request.

You will be notified by the Head of the Company as to the fee to be paid and the manner of payment.

Should you be requesting personal information about yourself you will not be required to pay the request fee.

The prescribed request fee for each and every request for record (other than your personal information) is R50.

The Head of the Company may with hold the record you have requested until the R50 fee has been paid.

You may lodge an application to the court against the payment of the R50 request fee.

The Head of the company will notify you of his decision relating to the request in the manner which you have specified in the form.

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

Records that cannot be found or do not exist

Should, after a diligent search the record which you requested cannot be found the Head of the Company will by way of affidavit notify you that it is not possible to give access to that record.

Section 51  
Manual

**PROMOTION OF ACCESS TO  
INFORMATION ACT NO 2 OF 2000**

**SONAE PROVIDENT FUND  
REGISTERED IN TERMS OF SECTION 4(7)  
OF THE PENSION FUNDS ACT NO 24 OF 1956  
(NO 36713/R)**



Remedies available should the Sonae Pension Fund fail to respond to your request

Should you believe that Pension Fund's refusal to grant information to you is unjustifiable, or should you have any other grounds for complaint in terms of the promotion of access to information act, you may lodge an application with a court against the refusal of a request in terms of Section 52 of the Act.

You will be informed of the procedures that you should follow.

**RECORDS HELD**

**Without a person having to request access: NIL**

**In accordance with other legislation.**

Department	Act
Human Resources	Pension Funds Act no 24 of 1956.

**MAY BE REQUESTED**

SUBJECT	CATEGORY
Human Resources	Pension fund. Provident Fund.

**AVAILABILITY OF THIS MANUAL**

This manual is available from any of the contact addresses listed and may be viewed free of charge at the Sonae Pension Fund's offices.

Copies are available from the South African Human Rights Commission:

PAIA Unit  
Private Bag 2700  
Houghton 2041  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.  
Website: [www.sonae-novobord.co.za](http://www.sonae-novobord.co.za)

**SABINET ONLINE LIMITED****(Registration Number 1996/17856/06)**

**Manual prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of 2000 ("The Act")**

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**Part 1**

Name of body : Sabinet Online Limited  
(Registration Number 1996/17856/06)

Head of body : Mr Gerhard Kemp, Managing Director

Address : First Floor  
No 3, Centurion Office Park  
1021 Bank Avenue  
Centurion

Postal address : P O Box 9785  
Centurion  
0046

Telephone : (012) 643-9500

Fax number : (012) 663-3543

e-mail : [gerhard@sabinet.co.za](mailto:gerhard@sabinet.co.za)

**Part 2**

(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, 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 reasonably be required by a person who wishes to exercise any right contemplated in the Act. The regulations regarding the Promotion of 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 3**

Not applicable.

(Copy of notice, if any, required under section 51 (1) (c) of the Act)

**Part 4****Descriptions of the records of the body which are available in accordance with any other legislation.**

Records are kept in accordance with the following legislation:

- Income Tax Act
- Unemployment Insurance Act
- Labour Relations Act
- Basic Conditions of Employment Act
- Employment Equity Act
- Skills Development Levies Act
- Companies Act

The financial statements are lodged with the Registrar of Companies according to the relevant legislation.

**Part 5****1. Website**

The company's web site ([www.sabinet.co.za](http://www.sabinet.co.za)) contains information about the company's:

- operational structure
- products and service, the content of these services, how to subscribe
- support services and training
- contact information
- access to related news, newsletters, events and listservs.

Access to the website is unrestricted to anyone with access to the internet. Access to the content of specific products are limited to subscribers to the service only.

## 2. Operational information

The company keep information on

- Personnel related issues: employee records, conditions of employment and company policy, address lists, etc.
- Clients: contact information, product subscriptions, contractual agreements, usage statistics, account information, and general communication.
- Suppliers: contact information, contractual agreements, accounting information and general communication.
- Technical product information.

The above-mentioned records are of a confidential nature and only accessible to authorised people.

### Part 6

#### **Availability of the manual**

The manual is available for inspection at

- Sabinet Online's offices;
- The SA Human Rights Commission; and
- In the Government Gazette.



THE SOUTH AFRICAN  
**BANK OF ATHENS**  
LIMITED

ASSOCIATED WITH THE NATIONAL BANK OF GREECE

REGISTERED BANK  
Reg. No. 05/25414/06

## PROMOTION OF ACCESS TO INFORMATION MANUAL

### 1. Introduction

The South African Bank of Athens Limited (SABA), is a subsidiary of The National Bank of Greece (NBG), a major international banking and financial services player listed on the Athens and New York Stock Exchanges.

SABA has 15 branches across South Africa, and seeks to serve both the Hellenic and foreign community in South Africa, with both personal and business interests  
The Bank is systematically growing, offering a range of services that have been designed to suit the needs of its clients.

### 2. TYPE OF INFORMATION HELD BY THE BANK

The very nature of the Banking industry entails that the Bank accumulates various records in its possession.

Records held include Annual Financial records, records pertaining to account holders as well as employees of the Bank.

The Promotion of Access to Information Act (The Act), has been promulgated to give effect to the constitutional right of access to information in section 32 of the Bill of rights. The Act gives effect to accessing records held by the Bank.

The information held by the Bank can be classified into the following categories :

2.1 Readily available information

2.2 Records which have to be formally requested and which a fee must be paid

#### **2.1 Readily available information:**

**This is information that is available to the public as a whole, without a formal request having to be made. The Act stipulates that the requester automatically has access without having to request access in terms of the Act.**

Readily available information includes:

\* Annual Financial Statements/reports published by the Bank.

- \* Brochures
- \* Publications

These are available from the Branches directly.

### **2.2 Documentation which has to be formally requested in terms of the Act and for which a fee must be paid.**

Information that is **personal** to the account holders / or employees of the Bank is classified under this category. Information held by the Bank includes : information relating to the race, gender, sex, marital status, nationality, age, disability, language and birth details of a party. Documentation reflecting the education, medical, criminal or employment history of an account holder/ employee, as well as details of a party's identity number , telephone numbers and address are kept by the Bank.

A requester ( other than a personal requester ) may only have access to such information by making a **formal request**. ie completing the requisite form C. The Head of the Bank must be given an opportunity to peruse the request and to calculate the fee that has to be paid.

## **3. ACCESS TO RECORDS HELD BY THE BANK**

Records held by the Bank may be accessed by requesters **ONLY** once the prerequisite requirements for access have been met.

A **requester** is any person making a request for access to a record of the Bank

There are two types of requesters:

### **3.1 Information requested by the account holder ( Personal Requester)**

The Bank will voluntarily provide the requested information , or give access to any record with regard to the requester's own personal account when it is requested, **without any formal request being made. No request fee is charged**, only the prescribed fee for reproduction of the information requested will be charged.

### **3.2 Information requested by a third Party ( the requester)**

The requester ( other than a personal requester) is entitled to request access to information on third parties. However, the Bank is not obliged to voluntarily grant access. The requester must fulfill the following prerequisite requirements for access in terms of The Promotion to Access to Information Act ( The Act) ,including the **payment of a request and access fee**.

## **4. REQUIREMENTS FOR ACCESS TO INFORMATION**

Access to information will only be granted if the following requirements have been met

- 1. The requester requires the information in order to exercise or protect a right, and;**

2. The procedural requirements relating to a request made for the access to the records have been met.
3. Access to the record is not refused in terms of any grounds of refusal in terms of the Act

The requester **must show** that the information he/she requires is for the **exercise or a protection of a right**. If the requester complies with the procedural requirements, and there is no ground for refusing access to the requested record, access will be granted.

#### 4.1 Procedure to gain access

1. completion of Form C as well as payment of a request fee of R50,00, and a deposit (if applicable)
2. Bank process request within 30 days
3. Requester informed whether access granted or denied
4. Should access be granted , records received on payment of access fee.

#### STEP 1 Completion of Form C

- ◆ The requester must complete **Form C ( attached hereto)**.
- ◆ A request must be directed to the Chief Executive Officer , The Head of the South African Bank of Athens Limited, or any Authorized persons.
- ◆ Form C may be sent to the Bank via mail, electronic mail , fax or may be provided to the requester by the Bank.
- ◆ The requester must pay a **request fee of R50,00** , before any further processing can take place. The fee may be paid in cash or by cheque to the following account

**Client Account Administration Fee**  
**Account number: 7102069**

- ◆ In certain instances the requester will also be liable to a payment of a deposit. The deposit will only be payable should the preparation of the records exceed six hours to compile. The deposit will be reimbursed should access be denied.

#### STEP 2. The Decision

1. The Bank will , within **30 days** of receipt of the request, decide whether to grant or decline the request and give notice with reasons to that effect.
- 2 Extension of the 30 day period

The 30 day period with which the Bank 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 branch and the information cannot reasonably be obtained within the original 30 day period.

The Bank will notify the requester in writing should an extension be sought. The requester may lodge an application against the extension .



**STEP 3 – Procedure once access is granted.**

1. The Bank will notify the requester in writing, telephonically that the request has been granted.
2. In the notice given the access fee (if any) will be clearly stated .The access fee includes the fee for reproduction, for search and preparation, and if applicable, the postal fee.

**STEP 4 – Procedure once access is refused.**

1. The Bank will notify the requester in writing that the request has been refused, together with the reasons for refusal.
2. Access to a record pertaining to privileged or confidential information of a third party will be declined, **UNLESS** under certain exceptions disclosure is allowed, either by the consent of the account holder, his waiver of privilege, or by way of disclosure in the public interest.
  - 3.1 Confidential., privileged Information includes:
    - 3.1.1 Trade secrets of a third party
    - 3.1.2 Financial, commercial, scientific information of a third party
    - 3.1.3 Information supplied in confidence by a third party.
    - 3.1.4 Information supplied in confidence by a third party, the disclosure of which may 3.1.4.1 reasonably be expected to put a third party at a disadvantage in contractual or other negotiations, or
      - 3.1.4.2 reasonably be expected to prejudice that third party in commercial competition.

**5. FEES**

1. The Act provides for two types of fees, namely:

**A request fee** - payable **only by a requester** (not a personal requester) together with Form C  
**Access fee** - payable by **both requester and personal requester**, includes reproduction costs, search and preparation time and costs ,as well as postal costs.

**The Access fee is payable only once access has been granted.** The Bank will notify the requester on the payment of the access fee.

2. No information will be released unless the prescribed fees have been paid .
3. The fees may be paid in cash or by cheque in the following account:  
**Client Account Administration Fee**  
**Account Number: 7102069**
- 4 The fee payable for access to a record depends on the form in which access is required, and the time required to search for and prepare a record.  
 Various forms include : whether the record is in writing or printed form, whether the record includes slides, disks.

5 Part B of Schedule of Fees outlines the tariffs to be charged .

**6. PARTICULARS OF THE SOUTH AFRICAN BANK OF ATHENS LIMITED**

**Head**

**Mr N E Palmer (Chief Executive Officer )**

**Authorised Person**

**Miss M Christofides**

116 Marshall Street

Johannesburg 2001

P. O. Box 7781

Johannesburg 2000

Telephone :

(011) 832-1211/8

Fax:

(011) 838 -1001

**FORM C**

**REQUESTS FOR ACCESS TO RECORDS OF A 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:

*The South African Bank Of Athens Limited*

*116 Marshall street*

*JHB*

**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 No :-----

E- mail address :-----

**C . Particulars of person on whose behalf request is made**

*This section must be completed only if a request for information is made on behalf of another person.*

Full names and surname :-----

Identity number :-----

**D. Particulars of record.**

a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.

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

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

---

2. Reference number, if available:-----  
 Fax number :-----  
 Telephone number :-----  
 E-mail address:-----  
 Capacity in which request is made, when made on behalf of another person:

---

**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 therefore.

Reason for exemption from payment of fees :-----

---

**F. Form of access to record.**

If you are prevented by 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 the 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 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 determined party by the form in which access is requested.

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

Copy of record*	inspection of record
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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
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---

3. 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 ( stifty 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)**

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

1. Indicate which right is to be 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 -----02.

**7.SCHEDULE OF FEES**

<b><u>TYPE OF RECORD</u></b>	<b><u>FEE TO BE CHARGED (EXCLU VAT)</u></b>
<b><u>Part A</u></b>	
<b><u>Fees payable for the disclosure of voluntarily available information</u></b>	
1. A 4 page photocopy, or part thereof	<b>R 1.10</b>
2. For every printed copy of an A4 sized page or part thereof held on a computer or in electronic form	<b>R 0.75</b>
1. Copy in a computer readable form on	
4.1 stifty disc	<b>R 7.50</b>
4.2 compact disc	<b>R 70.00</b>
<b><u>Part B</u></b>	
<b><u>Request and access fees for information requested ( other than voluntarily available information)</u></b>	
1. request fee payable by requester, other than personal requester	<b>R 50.00</b>

2 Access fee for the cost of making a copy, the time required to search and prepare record ( unless exempted )	
2.1 For every photocopy of an A4 size page or part thereof	<b>R 1.10</b>
2.2 For every printed copy of an A4 size or part thereof held on computer or electronic form	<b>R 0.75</b>
2.3 For a copy in a computer readable form on :	
2.3.1 stiffy disc	<b>R 7.50</b>
2.3.2 compact disk	<b>R 70.00</b>
2.4 fee to search for the record for disclosure,	<b>R 30.00 for each hour or part of an hour reasonably required for such search.</b>
3 The postal fee payable when a copy of a record must be posted to the requester	<b>Actual postal fee charged.</b>
4 fee payable when the preparation for the record exceeds six hours.	<b>1/3 of access is payable as deposit by the requester.</b>

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 ('the Act') FOR  
**ELLERINE HOLDINGS LIMITED AND SUBSIDIARY COMPANIES**

**Company Overview:**

The Ellerine Group, which has been in existence for 52 years, operates in the retail furniture and appliance sector from some 600 outlets. The Group trades as Ellerine Furnishers, Oxford Furnishers, Town Talk Furnishers and FurnCity Exclusive Furnishers.

**PART I**

Name of Body:	Ellerine Holdings Limited
Physical Address:	Block E, Gillooly's View Office Park, Osborne Lane, Bedfordview
Postal Address:	P O Box 122, Bedfordview, 2008
Head of Body:	P J C Squires – Chief Executive Officer J Dritz – Company Secretary
Telephone No:	(011) 607-1000
Fax No:	(011) 607-1411
E-mail:	holdings@ellerines.co.za
Major Subsidiary Companies:	Ellerine Furnishers (Pty) Ltd Ellerine Properties (Pty) Ltd Ellerine Services (Pty) Ltd Customer Protection Insurance Company Ltd

**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](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**PART III**

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable, although the following documents are freely available:

## Annual Reports and Interim Reports

### **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 Ellerine Holdings Limited and its subsidiary companies, 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  
Short Term Insurance Act 53 of 1998  
The Credit Agreement Act 9 of 1985  
The Usury Act 73 of 1968  
The requirements of the Financial Services Board

### **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 Ellerine Holdings Limited and its subsidiary companies. 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 Ellerine Holdings Limited and its wholly owned subsidiary companies.

##### **iii. Website**

Ellerine Holdings Limited's Website address is [www.ellerines.co.za](http://www.ellerines.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) 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))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Ellerine Holdings Limited. Copies may also be requested from the South African Human Rights Commission and the



*Government Gazette*. The manual is also published on Ellerine Holdings Limited'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](http://www.doj.gov.za)), under the "regulations" section.



**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:**

<b>Products and Services –</b>	
▪ 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	
<b>Company Records -</b>	
▪ Finance	▪ Distribution
▪ Actuarial	▪ Marketing
▪ Client care	▪ Information technology
▪ Product management	▪ Human resources
▪ All records kept in terms of the Company Laws of South Africa	
<b>Subjects on whom records are held -</b>	
▪ Shareholders	▪ Subsidiary companies
▪ Board members	▪ Advisers
▪ Directors	▪ Brokers
▪ Employees	▪ Clients
▪ Officials	▪ Banking institutions
▪ Consultants	▪ External companies / contractors
▪ Investors	▪ Policyholders
▪ Third Parties	▪ Associate companies
<b>Which records are held i.r.o. the abovementioned subjects?</b>	
▪ 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
<b>Records held in terms of the following legislation -</b>	
▪ 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](http://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](http://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](http://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](http://www.sahrc.org.za)



NEW AFRICA CAPITAL  
FINANCIAL SERVICES GROUP

**REQUEST FOR ACCESS TO RECORD OF NAC**

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

**[Regulation 10]**

**A. Particulars of private body**

The Information/Compliance Officer  
Metropolitan  
P O Box 2212  
Bellville  
7535

Phone : 021 940 5609  
Fax : 021 940 6973

**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.*
- (a) The address and/or fax number in the Republic to which the information is to be sent must be given.*
- (b) 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 complete **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 the 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.	
<b>NOTES:</b>	
(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.	

<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	Inspection of record		
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
<input type="checkbox"/>	View the images	<input type="checkbox"/>	Copy of the images*		
<input type="checkbox"/>		<input type="checkbox"/>	Transcription of the Images*		
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	Listen to the soundtrack (audio cassette)	<input type="checkbox"/>	Transcription of soundtrack* (written or printed document)		
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	Printed copy of record*	<input type="checkbox"/>	Printed copy of information derived from the record*		
<input type="checkbox"/>		<input type="checkbox"/>	Copy in computer readable form* (stiffy or compact disk)		
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>Postage is payable</b>			<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">YES</td> <td style="width: 50%;">NO</td> </tr> </table>	YES	NO
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**

**PROMOTION OF ACCESS TO INFORMATION  
ACT 2 OF 2000**

**SECTION 51 MANUAL**

for

**EAST CAPE WOOL WAREHOUSING CC**

(Reg. No. CK 1998/036683/23)

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- Page 63: Company Records
- Page 65: Form C – Request Form
- Page 70: Fees in respect of Private Bodies

## **CONTACT INFORMATION**

Member: Nicolaas Louw van Tonder

Physical Address: Kelvin Street, Uitenhage, 6230

Postal Address: PO Box 461, Uitenhage, 6230

Tel: 041 – 99 23412

Fax: 041 - 9228048

E-mail: [nicvt@mweb.co.za](mailto:nicvt@mweb.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**

<b>Classification Number</b>	<b>Classification</b>
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**

No.	Record Description	Record Format	Indexing Method	Maintained By	Storage Place	Classification	Retention Period
1	Statutory documents	Hard copy	By subject	Member	Filing cabinet	1	Indefinite
2	Financial and legal records	Hard copy	By Date	Member	Filing cabinet	10	5 years
3	Staff records	Hard copy	By name	Member	Filing cabinet	4	Indefinite
4	Bale receipt forms	Hard copy	By date	Member	Filing cabinet	7	5 years
5	Wool stock sheet	Hard copy	By date	Member	Filing cabinet	7	5 years
6	Production planning schedule	Hard copy	By date	Member	Filing cabinet	7	5 years
7	Combing input reports	Hard copy	By date	Member	Filing cabinet	7	5 years
8	Delivery instructions	Hard copy	By date	Member	Filing cabinet	7	5 years
9	Production planning ticket	Hard copy	By date	Member	Filing cabinet	7	5 years

### **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 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 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.

**PRETORIA PORTLAND CEMENT DEFINED  
CONTRIBUTION PENSION FUND**

Reg. Number 12/8/81663/1

**MANUAL**

**PREPARED IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000  
FOR ASSISTANCE IN REQUESTING INFORMATION**





**(1) Contact details of the Fund**

Principal Officer  
11 Sherborne Road, Parktown, Johannesburg, 2193  
Tel: (011) 488-1768 Fax: (011) 488-9579  
E-mail address: retirehelp@ppc.co.za

**(2) The Guide**

The Guide will be made available from the South African Human Rights Commission, not later than August 2003.

**(3) Records which are available without a person having to request access in terms of this Act.**

1. The Sponsor Resolution ( Regulation 8 (ii) to the Pension Funds Act)
2. The Rules of the Fund
3. The Latest Valuation Certificate
4. The Latest Audited Financial Statements

**(4) Subjects under which the Fund holds records****(a) Fund Records**

The Rules of the Fund  
Insurance Policy documents  
Investment Contracts  
Contract with Fund Administrator  
Contract with Actuary  
Contract with Auditor  
Agreement with consultants  
FSB Certificate of Registration  
Tax Approval letter from SARS  
Fund Membership Statistics  
Record of Minutes of Trustee Board meetings  
Agreement with Trust Company  
Investment Policy Statement  
Risk Benefit Policies  
Service Level Agreements

**(b) Member Records**

Benefit Summary  
Members contributions details  
Medical Records in terms of Disability Cases  
Pensioner Statistics  
Benefit Statement Format  
New Entrant Statement Format  
Section 14 approval Certificates  
Dependant details  
Historical benefits paid

**(c) Trustees Records**

Proof of Fidelity and Indemnity cover  
Trustee details  
Trustee declarations

**(d) Employees Records**

Conditions of employment

**(5) Records available in terms of other legislation**

Retirement Fund Tax returns  
RSC Levy Returns (Paid by the PPC DC Provident Fund)  
FSB Levies – proof of payment

Long-term Insurance Act:

Policies of insurance  
Policy Holder Protection Rules Documents

Income Tax Act:

Copies of IRP5's

**(6) Other information as may be prescribed**

The Act does not prescribe any other information in this respect, at this stage.

**(7) Availability of the Manual**

In terms of section 9(1) of the PAIA, the Principal Officer must, immediately after the manual has been compiled make available a copy of the manual to-

- (i) the Human Rights Commission;
- (ii) the controlling body of which the private body is a member ( FSB);
- (iii) publish the manual in a Gazette
- (iv) make available the manual on the website, if any, of the private body.

The Principal Officer -

- (i) must, during office hours and upon request, make available for public inspection a copy of the manual;
- (ii) may not charge a fee for a public inspection;

**(8) The Request procedures**

The object of this section is to set out briefly the procedure to be followed by Principal Officers of Retirement Funds in dealing with formal (i.e. in terms of the Act) requests for information. It also contains draft copies of the various notices to be delivered in terms of the Act.

**The Procedure:**

1. In terms of the PAIA, a person requesting access to information (a "requester") must complete and submit a prescribed **Form B**. A copy of Form B appears in the Regulations.
2. The **Form B** may be submitted by post, fax or e-mail to the Principal Officer of the Retirement Fund. Each Principal officer should therefore establish a postal address, telephone number, fax number and e-mail address.
3. Upon receiving **Form B** the Principal Officer must first *peruse* the form to ensure that it contains the following information:
  - sufficient particulars to enable the Principal Officer to identify the record or records requested and the requester;
  - the form of access that is required;
  - a postal address or fax number of the requester in the Republic;
  - the right the requester is seeking to exercise or protect and an explanation of why the requested record is required for the exercise or protection of that right;
  - if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner and the necessary particulars to be so informed;
  - if the request is made on the behalf of a person, proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the Principal Officer.
4. If the Form does NOT contain sufficient particulars, the requester should be requested to submit an improved/amended Form.
5. If the Form contains sufficient particulars the Principal Officer must *search* for the requested information in the records of the Fund. In particular it must be established:
  - Whether the information exists and is available;
  - Whether it qualifies as "personal information" for purposes of the Act. No Request fee or deposit is payable by a "personal requester";
  - How long it will take approximately to prepare copies of the record and in what form access will be given eg. Photostat copies or floppy disc. This will determine the Access Fee and whether a deposit is payable by a non-personal requester;
  - Whether the request pertains to information of a Third Party;

- Whether there may be any reason why the request for access to the specific information should be REFUSED. The Act sets out categories of information where access “must”, “may” or “may not” be refused or granted.

*Important: In terms of Sec. 56 of the Act a Principal Officer must decide within 30 days of receiving a request whether to grant or refuse the request. A further 30-day extension is possible in terms of Sec. 57.*

6. **Notice to pay Request Fee and Deposit** If the request is not of personal nature the requester must be notified to pay a **Request Fee** and an **Access Fee** and a **Deposit** (if applicable). See **Notice 1**. It should again be borne in mind that the request need not be processed any further before receipt of payment of the request fee and deposit (if applicable).
7. **Access GRANTED: Notice to pay Access fee** If the request is for personal information, no request fee or deposit is payable. The personal requester must however be notified to pay the **Access Fee**. See **Notice 2**. It should be borne in mind that the request need not be processed any further before payment of the access fee is received.
8. **Access REFUSED** If the request for access is **REFUSED**, the requester must also be notified. See **Notice 3**. This notice must provide full reasons for the refusal. It also informs the requester of the remedies that he/she may follow in objecting to the refusal.
9. **Extention of time period** If the search for and preparation of the record will take longer than the allowed 30 days, a further 30 days may be used, provided the requester be furnished with a notice in this regard. See **Notice 4**. This notice must give the reasons for the extension.
10. **Third Party Notices** If a request for access to the information pertaining to a so-called “third party” is received, then that “third party” must first be informed of the request by way of notice. See **Notices 5 and 6**. (Notice 6 contains an additional warning i.t.o. Sec. 71(2)(d) where the information might incriminate the third party in possible criminal action or where public safety or the environment might be at risk.)

The third party then has the opportunity to object (within 21 days) to the granting of access to the information. He/she may also consent in writing to the granting of access.

- If the third party consents in writing to access, then the access may be granted.
  - If the third party requests the Fund NOT to give access (by way of written or oral representations), then the IO must decide whether to GRANT or REFUSE access to the information.
  - If access is **REFUSED**, the third party must be notified. See **Notice 7**.
  - If access is **GRANTED**, the third party must be notified. See **Notice 8**. This notice will state that the third party has 30 days to lodge a court application against the decision, failing which the information will be furnished to the requester.
11. The Act contains various further provisions relating to the granting of access to medical information, the legal steps that a requester can follow where he/she is dissatisfied with a decision of a Principal Officer, etc. The purpose of this manual is only to give a rough indication of the immediate procedure to follow in dealing with requests for access to information.

CROSSROADS DISTRIBUTION (PTY) LTD  
Registration No: 1996/005667/07

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS  
TO INFORMATION ACT 2 OF 2000  
("the Act").

PART 1

[Information required under section 51(1)(a) of the Act]

Name of Body: Crossroads Distribution (Pty) Ltd

This body has the following divisions for which records are kept:

1.1 Crossroads Distribution (Pty) Ltd Head Office

Trading Divisions:

1.2 Full Truck Load Division

1.2.1 Jowells Transport

1.2.2 Stuarts Transport

1.3 Crosscape Express

1.4 Skynet Worldwide Express

1.5 Jowells Motor Division

Head of Body: Deon Blignaut (Chief Executive Officer) who has delegated this power to John Pearce (Group Administration Manager).

Postal address: Suite M1804  
Standard Bank Centre  
Heerengracht,  
Cape Town  
8001

Street address: Suite M1804  
Standard Bank Centre  
Heerengracht,  
Cape Town  
8001

Telephone No: +27 21 419 8115

Fax No: +27 21 419 8119

Email address: johnp@crossroads.co.za  
Website: <http://www.crossroads.co.za>

## PART II

### [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 and how to obtain access to it. The South African Human Rights Commission is required to compile this guide. To date this guide has not been compiled and the SAHRC believes it will be completed by August 2003. The regulations regarding the Promotion of Access to Information Act published under Government Notice No. R187 of 15 February 2002 detail how the Human Rights Commission should make this guide available.

## PART III

### [Copy of notice, if any, required under section 51(1)(c) of the Act]

The Company's WebPage (<http://www.crossroads.co.za>) is accessible to anyone who has access to the Internet. The Company's WebPage has the following categories of information:

- 1.6 About Crossroads Distribution.
- 1.7 Media Centre. (Crossroads Distribution Newsletter)
- 1.8 Online Services:
  - 1.8.1 Collection requests.
  - 1.8.2 Costing.
  - 1.8.3 Quick Trace.
  - 1.8.4 Account application.

## PART IV

### (Information required under section 51(1)(d) of the Act)

Records are kept in accordance with the following legislation:

The Companies Act 61 of 1973

The Employment Equity Act 55 of 1998

The Basic Conditions of Employment Act 75 of 1997

Compensation for Occupational Injuries and Diseases Act 130 of 1993

General Notice 2219, 31 October 1980 – Export Incentive Scheme

Guidance and Placement Act 61 of 1981

Income Tax Act 58 of 1962

Occupational Health and Safety Act 85 of 1993

Prices Control Act 25 of 1964

Value Added Tax Act 89 of 1991

Unemployment Insurance Act 30 of 1966

Hazardous Substances Act 15 OF 1973

National Road Traffic Act 93 OF 1996

Road Transportation Act 74 OF 1977

The Wage Act 5 of 1957

#### PART V

[Information required under section 51(1)(e) of the Act]

##### COMPANY DOCUMENTS

These relate to Company administration.

##### SHARE REGISTRATION DOCUMENTS

These relate to shares and dividends

##### AGREEMENTS AND RELATED CORRESPONDENCE

These relate to contracts, agreements, indemnities and guarantee

##### EMPLOYMENT RECORDS

These relate to records kept in recruitment and salary management

##### DONATION AND SUBSCRIPTION RECORDS

Correspondence

##### PENSION RECORDS

These include actuarial and accounting records as well as minutes of various meetings.



PATENT AND TRADEMARK RECORDS

These include reports and opinions.

PROPERTY RECORDS

These include deeds of title.

The full version of this manual can be found on the Crossroads Distribution (Pty) Ltd Website (<http://www.crossroads.co.za>)

DATED 14 AUGUST 2002

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