



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
· CRAIN 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

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

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

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	
		Aandeehouers	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 aandeelhouers)	(Slegs aandeelhouers @ fooi)	
		Verbande	R 2592 dd 25/11/83		X			
		Aandeehouers	Art 204 en 206 Wet 61/73		X	(Slegs aandeelhouers)	(Slegs aandeelhouers @ 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			
		Voorraad	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		

Section 51
Manual

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.

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

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Manual

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

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 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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Manual

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
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.
Website: www.sonae-novobord.co.za

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Manual

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.

Section 51
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

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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PROMOTION OF ACCESS TO
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

In accordance with other legislation.

Department	Act
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**

Section 51
ManualPROMOTION OF ACCESS TO
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
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.
Website: www.sonae-novobord.co.za

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Manual

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

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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Manual

PROMOTION OF ACCESS TO
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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Manual

**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

In accordance with other legislation.

Department	Act
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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Manual

PROMOTION OF ACCESS TO
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
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.
Website: www.sonae-novobord.co.za

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Manual

**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.

Section 51
ManualPROMOTION OF ACCESS TO
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

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

In accordance with other legislation.

Department	Act
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**

Section 51
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INFORMATION ACT NO 2 OF 2000SONAE NOVOBORD (PTY) LIMITED
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
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.
Website: www.sonae-novobord.co.za

Section 51
Manual

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.

Section 51
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

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:

Registered Office:	Postal:	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

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.

Section 51
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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)



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
Telephone No: 011 484 8300

Copies are also available from the Government Gazette and Sonae.
Website: 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")

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

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) 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 .