

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

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

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

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

PART III

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

Currently not applicable, 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 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), 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:

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

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

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

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

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

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

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

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

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

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

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

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

Private Bag 2700, HOUGHTON, 2041.

Tel. : (+27 11) 484 8300

Fax : (+27 11) 484 0582

Website : www.sahrc.org.za



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.	
NOTES:	
(a) Compliance with your request in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.	

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

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

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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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

HUMAN RIGHTS COMMISSION – GUIDE ON USE OF ACT

In terms of section 10 of the Promotion of Access to Information Act 2 of 2000 ("Act"), the Human Rights Commission has compiled a guide on the use of this Act. It is available from the Human Rights Commission at any of the following offices:

JOHANNESBURG

Private Bag 2700, Houghton, 2041

Tel: 011 – 484 8300

Fax: 011- 484 1360

BLOEMFONTEIN

PO Box 4245, Bloemfontein, 9300

Tel: 051 – 447 1130

Fax: 051 – 447 1128

PORT ELIZABETH

PO Box 1854, Port Elizabeth, 6001

Tel: 041 582 2611

Fax: 041 – 582 2204

POLOKWANE

PO Box 55796, Polokwane, 0700

Tel: 015 – 291 3500

Fax: 015 – 291 3505

DURBAN

PO Box 1456, Durban, 4000

Tel / Fax: 031 – 304 7323/4/5

CAPE TOWN

PO BOX 3563, Cape Town, 8000

Tel: 021 – 426 2277

Fax: 021 426 2875

COMPANY RECORD CLASSIFICATION KEY

Classification Number	Classification
1	Public Access Document
2	May be Disclosed - Unless it would breach a duty of confidence owed to a third party
3	May be Disclosed - Subject to copyright
4	Limited Disclosure - Personal Information that is own to the requester of that information
5	May not be Disclosed - Unreasonable disclosure of personal information
6	May not be Disclosed - Would breach a duty of confidence owed to a third party
7	May not be Disclosed - Likely to harm the commercial or financial interests of a third party
8	May not be Disclosed - Likely to compromise the safety of individuals or protection of property
9	May not be Disclosed - Legally privileged document
10	May not be Disclosed - Likely to harm the commercial or financial interests of the Company
11	May not be Disclosed - Likely to harm the Company or a third party in contract or other negotiations
12	May not be Disclosed - Likely to prejudice research and development information of the Company or a third party

RECORDS

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
