



# Government Gazette

**REPUBLIC OF SOUTH AFRICA**

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

*IN ACCORDANCE WITH*

**THE PROMOTION OF ACCESS TO**

**INFORMATION ACT (NO. 2 OF 2000)**



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

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**MANUAL IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT NO 2 OF 2000**

**JASPER VAN DER WESTHUIZEN & BODENSTEIN INCORPORATED  
ATTORNEYS, NOTARIES & CONVEYANCERS**

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**1. CONTACT PARTICULARS:**

Directors: Jasper van der Westhuizen and Frans Rudolph Bodenstein

887 Church Street  
Arcadia  
Pretoria

P O Box 781  
Pretoria  
0001

Tel: (012) 342 4890/1-5

Fax: (012) 342 4896

E-mail: [jaspervd@global.co.za](mailto:jaspervd@global.co.za)

**2. GUIDE IN TERMS OF SECTION 10 OF THE ACT:**

Any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act, 2000, may obtain a copy of the information guide issued by the Human Rights Commission in all official languages, from the Human Rights Commission, tel: (011) 484 8300, fax: (011) 484 7149.

**3. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION,  
SUBJECTS ON WHICH JASPER VAN DER WESTHUIZEN & BODENSTEIN  
INCORPORATED HOLDS RECORDS AND THE CATEGORIES OF RECORDS  
HELD:**

Information which is not readily available as indicated in paragraph 4 of this manual, may be requested in accordance with the procedure prescribed in terms of the Promotion of Access to Information Act.

Copies of the prescribed forms to be completed for submitting a request, are available from Jasper van der Westhuizen & Bodenstein Incorporated.

**4. INFORMATION HELD:****4.1 INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH  
OTHER LEGISLATION (Section 51(1)(d) of the Act):**

Jasper van der Westhuizen & Bodenstein Incorporated keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):-

- 4.1.1 Income Tax Act, Act No 58 of 1962 (Section 75);
- 4.1.2 Value-Added Tax Act, Act No 89 of 1991 (Section 65);
- 4.1.3 Unemployment Insurance Act, Act No 30 of 1966 (Section 32);
- 4.1.4 Basic Conditions of Employment Act, Act No 75 of 1997 (Section 31);
- 4.1.5 Employment Equity Act, Act No 55 of 1998 (Section 26);
- 4.1.6 Compensation for Occupational Injuries and Diseases Act, Act No 130 of 1993 (Section 97);
- 4.1.7 Insolvency Act, Act No 24 of 1936 (Sections 134 and 155);
- 4.1.8 Occupational Health and Safety Act, Act No 85 of 1993;

4.1.9 Attorneys Act, Act No 53 of 1979;

4.1.10 Skills Development Act, Act No 97 of 1998.

4.2 **PROFESSIONAL AFFAIRS:**

	<b><u>Subjects:</u></b>	<b><u>Categories of Information:</u></b>
1.	Detail of employees	Contact details  Full names and identity numbers  Salaries  Benefits
2.	Details of clients	Contact details  Personal particulars  Details of legal work undertaken for and against clients
3.	Financial details of Jasper van der Westhuizen & Bodenstein Incorporated	
4.	Administrative matters	

5. **CATEGORIES OF RECORDS: AUTOMATIC DISCLOSURE IN TERMS OF THE ACT:**

The following categories of information are automatically available from Jasper van der Westhuizen & Bodenstein Incorporated without a person having to request access in terms of the Act:

NIL

6. **CATEGORIES OF RECORDS: VOLUNTARY DISCLOSURE IN TERMS OF THE ACT:**

The following categories of information are voluntarily disclosed by Jasper van der Westhuizen & Bodenstein Incorporated subject to access thereto being requested in terms of the Act:

Any request made for information must be requested on the enclosed form and a fee will be charged for records.



### ACCESS TO PERSONAL TRUST INTERNATIONAL RECORDS

[Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 "the Act" and Government Notice No. R187 of 15 February 2002 "Notice R187"]

#### A. Guide to the Act

Under section 10 of the Act, the Human Rights Commission must compile a guide containing all relevant information as may be required by a person wishing to exercise their rights under this act. The guide will be made available through various avenues as stated in section 2 of Notice R187. Queries relating to this guide should be made to:

**The South African Human Rights Commission ("SAHRC")**  
**PAIA Unit** (The Research and Documentation Department)

Private Bag X2700, HOUGHTON, 2041

or

PO Box 3563, Cape Town, 8000

Telephone: (011) 484-8300

Telephone: (021) 426-2277

Facsimile: (011) 484-1360

Facsimile: (021) 426-2875

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail Address: [PIAI@sahrc.org.za](mailto:PIAI@sahrc.org.za)

Subject to availability, the guide can be viewed at reception.

#### B. Records freely available

Personal Trust International's clients have free access to their own personal files, which are obtainable from their relevant trust officer.

#### C. Records available under other legislation

Person Trust International is required to keep and make available various records in terms of applicable legislation, which includes, but is not limited to: the Administration of Estates Act 66 of 1965, the Banks Act 94 of 1990, the Basic Conditions of Employment Act 75 of 1997, the Companies Act 61 of 1973, the Employment Equity Act 55 of 1998, the Financial Intelligence Centre Act 38 of 2001, the Labour Relations Act 66 of 1995 and the Unit Trust Control Act 54 of 1981. All applicable records are available in accordance with the said legislation.

#### D. Subjects and categories of records kept at Personal Trust International

##### Company and Trust client records:

- Statutory documents
- Company financial statements
- Trust documents
- Trust financial statements
- Investment information
- Taxation Information
- Correspondence

Attwell House Belmont Park Belmont Road Rondebosch 7700 • P O Box 476 Rondebosch Cape Town 7701 RSA  
 Tel: (021) 689-8975 • Fax: (021) 686-9093 • e-mail: [personaltrust@ptrust.co.za](mailto:personaltrust@ptrust.co.za)  
**DIRECTORS:** KS Andrews B Com CA(SA) PG Dip.(Tax Law), AD Calmeyer, AW Crisp, M Gibbs BAcc CA(SA), PAG Kilroe B Com, EJ le Roux BA, JP le Roux B Com(Hons)  
 CA(SA) CFP FFP, SJ le Roux B Com, TD Miles (British), GE Moore B Com(Hons) NON-EXECUTIVE CHAIRMAN: JG Kilroe M Sc(Eng.) (London) C.Eng., D.I.C., F.I. Chem.E.

Member of the Association of Trust Companies in South Africa  
 Member of the Financial Managers' Association of South Africa

Personal Trust International Limited Reg No 1151/00252/06

Individual client records:

- Personal details
- Investment information
- Taxation information
- Wills
- Long and short term insurance details
- Correspondence

Personnel Records:

- Conditions of employment
- Evaluation records
- Correspondence
- Training material

Company Records:

- Financial records
- Operational records
- Databases
- Marketing records
- Internal correspondence
- Product records
- Statutory records
- Internal policies and procedures
- Correspondence

(These records include, but are not limited to, records pertaining to the company's own affairs.)

**E. Requesting a Record**

Should any person wish to access a record that is not freely available under B above, they are required to file a request using the form attached (Appendix 1). The forms are to be submitted to the Information Officer, together with payment of any applicable request fees or deposits as defined by the Act and Notice R187. The fee structure can be seen in Appendix 2. The Information Officer will be happy to assist with the completion of the forms and any other queries relating to this manual or the Act.

All requests for information are to be addressed to:

The Information Officer  
Personal Trust International

P O Box 476  
Rondebosch  
7701

or

Belmont Park  
Rondebosch  
7700

Tel: +27 21 689 8975  
Fax: +27 21 686 9093  
E-mail: [informationofficer@ptrust.co.za](mailto:informationofficer@ptrust.co.za)

Personal Trust International is legally and morally bound to protect the confidentiality of its clients. Access to certain records may or must be denied under certain circumstances. All records will be limited to authorised persons unless where ordered by an appropriate Court Order as determined in the Act.





**VOLKSWAGEN OF SOUTH AFRICA (PTY) LIMITED**  
(Registration Number 1946/023458/07)

(the "COMPANY")

**MANUAL**

in terms of

**The Promotion of Access to Information Act**

2/2000

(the "ACT")

**Compiled by the Legal Department**

**July 2002**

**With acknowledgements to:**

1. The South African Human Rights Commission
2. The Department of Justice and Constitutional Development

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2.	Contact Details	11
3.	The ACT	11
4.	Company Records Classification Key	12
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*\*Note : The forms and fee structure are available on the Website of the COMPANY, at [www.vw.co.za](http://www.vw.co.za)*

## 1. **INTRODUCTION**

The COMPANY conducts business as a manufacturer, importer and exporter of motor vehicles and components.

## 2. **COMPANY CONTACT DETAILS**

Persons designated/duly authorised persons:

The Legal Department	
<b>Postal address</b>	PO Box 80, Uitenhage, 6230
<b>Street address</b>	103 Algoa Road, Uitenhage, 6229
<b>Telephone numbers</b>	041 – 994 4891
<b>Fax numbers</b>	041 – 994 5448
<b>Electronic Mail Address</b>	<a href="mailto:Schady@vwsa.co.za">Schady@vwsa.co.za</a> & <a href="mailto:Skelton@vwsa.co.za">Skelton@vwsa.co.za</a>

## 3. **THE ACT**

- 3.1 The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 7 and 8.
- 3.3 Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-484 8300

Fax Number: +27-11-484 0582

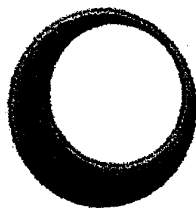
Website [www.sahrc.org.za](http://www.sahrc.org.za)

4. **COMPANY RECORD CLASSIFICATION KEY**

<u>Classification No.</u>	<u>Access</u>	<u>Classification</u>
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

5. **SUMMARY: RECORDS AVAILABILITY**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Communications/Public Affairs Division	• Product Information	1
	• Public Corporate Records	1
	• Community Trust Records	1,6,7,8
	• Media Releases	1
Environmental Department	• Environmental Policy	1
	• Environmental Records	11,14
Human Resources Division	• Staff Records	4,5,9
	• Employment Contracts	4,5
	• Policies and Procedures	4
	• Health & Safety records	4,5,8
Financial Division	• Audited Financial Statements	12
	• Tax Records (Company & Employees)	12
	• Motor Industry Development Programme Records	12
	• Asset Register	12
	• Management Accounts	12
Legal Department / Company Secretarial	• General Contract Documentation	6,12
	• Trade Marks	1
	• Statutory Records	12
Marketing Division	• Market Information	12,13
	• Customer Information:	1
	- Product Brochures	
	- Owner Manuals	
	• Field Records	4,12
	• Performance Records	12
	• Product Sales Records	1
	• Marketing Strategies	12
	• Customer Database	12
Production / Logistics	• Dealer Franchise Documents	6,7,12,13
	• Production Records	12
Production Engineering	• Vehicle and Components Specifications	3,12,13
	• Engineering Records	12,13
Quality	• Quality Records	12



**IMPERIAL BANK**

## **INFORMATION MANUAL**

MANUAL CONTEMPLATED IN TERMS OF SECTION 51 OF THE  
PROMOTION OF ACCESS TO INFORMATION ACT, No 2 OF 2000.

Compiled by	Compliance	31 October 2002
Noted by	Audit Committee	12 November 2002
Approved by	The Board	20 November 2002

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## Introduction

1.

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### General

The Promotion of Access to Information Act, 2 of 2000 ("the Act") was enacted on the 3<sup>rd</sup> of February 2000, giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

Where a request is made to a body in terms of this Act, such body is obliged to release the information, **except where the Act expressly provides that the record/s containing such information may or must not be released.** The Act contains requisite procedural issues attached to such request.

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## Purpose of the Manual

2.

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

In order to promote the effective governance of all private institutions Imperial Bank Ltd recognizes the fundamental requirement that all the people of South Africa be empowered and educated to understand their rights in terms of this Act in order for them to exercise their rights in relation to all institutions, whether those institutions are of a private or public nature.

In following the example set out in terms of Section 36 of Chapter II of the Constitution of South Africa (Act 108 of 1996), Section 9 of the Act recognizes that such right to access information cannot be unlimited and should be subject to justifiable limitations.



## Definitions

### 3.

Word	Definition
<b>Client</b>	refers to any natural or juristic entity that receives services from Imperial Bank Ltd, and " <i>customer</i> " has a similar meaning.
<b>Employees</b>	refer to any person who works for, or provides services to or on behalf of the institution, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the institution. This includes, without limitation, the directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers.
<b>Information officer</b>	means a person or persons acting on behalf of Imperial Bank Ltd and which is responsible for discharging the duties and responsibilities assigned to the "head" of Imperial Bank Ltd as prescribed in terms of this Act, and includes a Deputy Information Officer.
<b>Imperial Bank Ltd</b>	<i>Refers to all and/or any of the companies that forms part of the Imperial Bank Ltd Group of companies.</i>
<b>Organisation</b>	<i>refers to the Imperial Bank Ltd Group of Companies and Imperial Bank Ltd has a corresponding meaning.</i>
<b>Other Requester</b>	<i>means any requester other than a personal requester.</i>
<b>Personal Requester</b>	<i>means a requester who is seeking to access a record containing personal information about that requester.</i>
<b>Requester</b>	means any person making a request for access to a record that is under the control of Imperial Bank Ltd.
<b>Third Party</b>	means any natural or juristic person other than the requester or such party acting on behalf of the requester, or Imperial Bank Ltd itself.

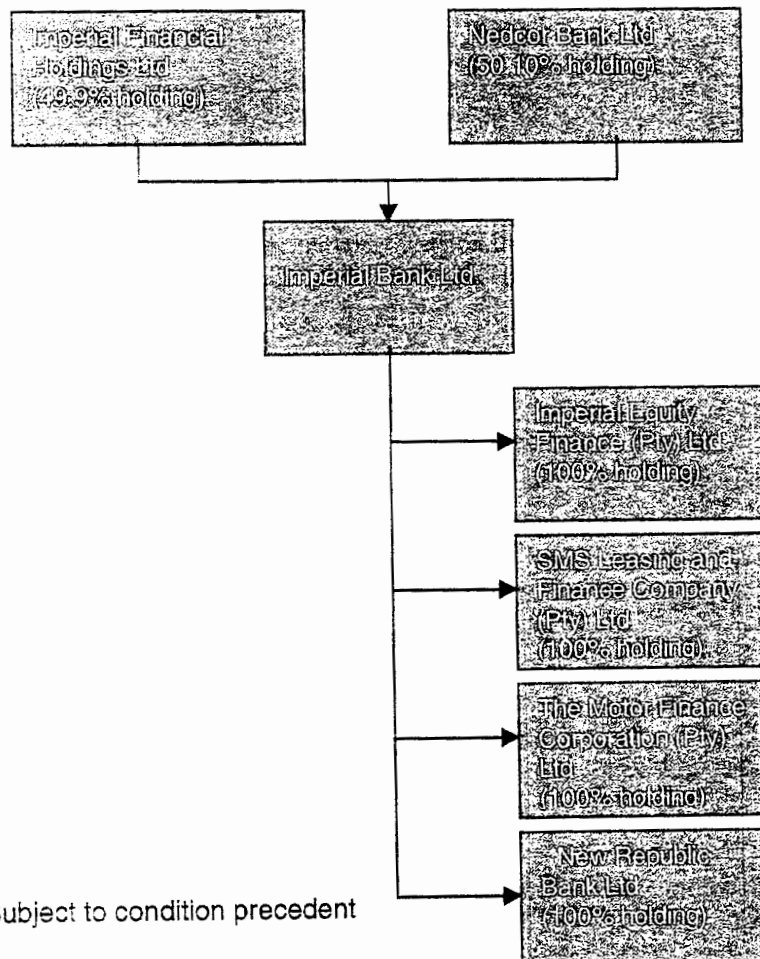
## Part I

### Imperial Bank Structure

4.

The structure of Imperial Bank Limited including its subsidiaries being Imperial Equity Finance (Pty) Ltd, SMS Leasing and Finance Company (Pty) Ltd, The Motor Finance Corporation (Pty) Ltd and New Republic Bank Ltd, respectively.

Schematic diagram 1 depicts the aforementioned corporate structure of Imperial Bank Ltd as at 30 September 2002.



\* Subject to condition precedent

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**Contact Details**

5.

**Information  
Officer:****Mr Pavel Hassim**

Postal address: P O Box 3567  
Edenvale  
1610

Physical address: 1<sup>st</sup> Floor  
Orion Building  
Elma Park  
Edenvale  
1610.

Telephone No.: (011) 453 - 9609

Faximilee No.: (011) 879 - 2533

E-mail: [phassim@imperialbank.co.za](mailto:phassim@imperialbank.co.za)

**Deputy  
Information  
Officer:****Mr Dolf Wright**

Postal address: P O Box 3567  
Edenvale  
1610

Physical address: 140 Boeing Road East  
Elma Park  
Edenvale  
1610.

Telephone No.: (011) 879 - 2180

Faximilee No.: (011) 879 - 2501

E-mail: [dolfw@imperialbank.co.za](mailto:dolfw@imperialbank.co.za)

*Continued on next page*

**Contact Details, Continued**

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**General  
Information:**

Name of Private Body:	Imperial Bank Ltd
Postal address:	P O Box 3567 Edenvale 1610
Physical address:	140 Boeing Road East Elma Park Edenvale 1610
Tel No.:	(011) 879 – 2000
Fax No.:	(011) 453 - 9646
Website:	<a href="http://www.imperialbank.co.za/">http://www.imperialbank.co.za/</a>

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## Part II

### Guidance from the South African Human Rights Commission

#### 6.

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**Introduction**

As at date hereof, the South African Human Rights Commission has not yet compiled a guide contemplated in Section 10 of the Act.

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

**Contact details**

**The South African HUMAN RIGHTS COMMISSION,  
at PAIA Unit (THE RESEARCH AND DOCUMENTATION  
DEPARTMENT),**

Postal address: Private Bag X2700  
Houghton  
2041

Telephone Number: (011) 484 - 8300

Facsimile Number: (011) 484 - 1360

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

E-mail address: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

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### Part III

## Notification by the Minister of Justice in terms of Section 52

7.

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The Minister of Justice is entitled to publish a list of records submitted by Imperial Bank Ltd to which the public may have access without the necessity of formally applying for access to such records.

The list of records that are freely and voluntarily available and which need not be requested in terms of this Act will be submitted on a periodic basis to the Minister of Justice.

The list of records that Imperial Bank Ltd holds and which will be freely available to the public are contained in an appendix to this manual titled "**Appendix 1**".

Note:

The notice regarding the list of documents, that are freely available, has not been published as yet.

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## Part IV

### Records

#### 8.

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##### Introduction

This clause is aimed at serving as a reference to the records that Imperial Bank Ltd holds in order to facilitate a request in terms of the Act.

All information held by Imperial Bank Ltd is classified and grouped according to records relating to the following subjects and categories:

##### Personnel Records:

###### 8.1.

- Personal records provided by employees of Imperial Bank Ltd;
- Records provided by individuals other than employees;
- Conditions of employment and other employee-related contractual and *quasi*-legal records;
- Internal evaluation records and other internal records;
- Correspondence relating to personnel;
- Training schedules and material.

##### Customer / Client Related Records:

###### 8.2.

- Records provided by a customer/client to Imperial Bank Ltd;
- Records provided by a customer to a third party acting for or on behalf of Imperial Bank Ltd;
- Records provided by third parties to Imperial Bank Ltd;
- Records generated by or within Imperial Bank Ltd relating to its customers/clients, including transactional records.

*Continued on next page*

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**Records, Continued**

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**Records  
relating to  
Imperial Bank  
Ltd  
8.3**

- Financial records;
- Operational records;
- Databases;
- Information Technology;
- Marketing records;
- Internal correspondence;
- Product related records;
- Statistical records;
- Product records;
- Statutory records;
- Internal Policies and Procedures;
- Treasury-related records;
- Securities & Equities; and
- Records held by Officials of Imperial Bank Ltd.

**Other records:  
8.4**

Employee-, Customer/Client- and records relating to Imperial Bank Ltd itself, which are held by another party; as opposed to being held by Imperial Bank Ltd itself;

Records held by the institution pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by other parties, and records that third parties have provided which relate to contractors and suppliers.

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



## Part V

### Grounds of refusal of access to records

#### 9.

The main  
grounds for  
refusal  
Relate to:  
9.1

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.
- Mandatory protection of the commercial information of a third party, where the requested record/s contain:
  - Trade secrets of that third party;
  - Financial, commercial, scientific or technical information; the disclosure of which could likely cause harm to the financial or commercial interests of that third party;
  - Information disclosed in confidence by a third party to the institution, if the disclosure of such information could put that third party at a disadvantage in negotiations or commercial competition.
- Mandatory protection of confidential information of third parties, if it is protected in terms of any agreement.

***(Imperial Bank's core function is that of delivering asset financing facilities to its clients. Consequently, all client-related information will, as a general rule, fall within the ambit of the Banker's common law duty to keep all such information confidential as implied within the Banker-Client contractual relationship)***

- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;

*Continued on next page*

## Grounds of refusal of access to records, Continued

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The main  
grounds for  
refusal  
Relate to:  
9.1  
(continued)

- The commercial activities of Imperial Bank Ltd, which may include, without limitation:
  - Trade secrets;
  - Financial, commercial, scientific or technical information; the disclosure of which could likely harm the financial or commercial interests of Imperial Bank Ltd;
  - Information which, if disclosed could put Imperial Bank Ltd at a disadvantage in negotiations or commercial competition;
  - Computer programs and related Information Technology software which is owned by Imperial Bank Ltd and which is protected by copyright.
- Research information of Imperial Bank Ltd or a third party, if its disclosure would place the research at a serious disadvantage.
- Requests for access to records that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

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## Remedies available to a Requester upon Refusal of Access

### 10.

---

**Internal  
remedies:**  
10.1

Imperial Bank Ltd does not have any internal appeal procedures that may be followed after a request to access information has been refused. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused and the requestor is not satisfied with the answer supplied by the information officer.

**External  
remedies:**  
10.2

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

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

## Request Procedure

11.

---

The requester  
must:  
11.1

- comply with all the procedural requirements contained in the Act relating to the request for access to a record;
- complete the prescribed form (**Appendix 2**), and:
  - submit completed for with the required payment for the request(if applicable), where a request is made for access to information relating to a third party;
  - send for the attention of the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address, as stated in paragraph 5.
  - If an individual is unable to complete the prescribed form (**Appendix 2**) because of illiteracy or disability, such a person may make the request orally.
- ensure that the prescribed form is completed with enough particularity to at least enable the Information Officer to identify the following:
  - The record or records required;
  - The identity of the requester and such person acting on behalf of the requester, where applicable;
  - What form of access is required, should the request be granted;
  - The telephone number, postal address or fax number of the requester (within the Republic of South Africa);
- submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the information officer, if a request is made on behalf of another person.
- pay, where applicable, the prescribed fee/s before any further processing can take place (see paragraph 13 below).
- ***state that the information is required in order to exercise or protect a right, and clearly indicate what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such right.***

*Continued on next page*

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## Request Procedure, Continued

---

**The institution  
will:**  
11.2

- will process the request within 30 days, unless the request contains considerations that are of such a nature that an extension of the 30 day time limit is necessitated.
  - where an extension of the 30 day time limit is required, notify the requester, together with reasons explaining why such extension is necessitated.
  - inform the requester whether access will be granted or whether it is refused. If, in addition, the requester requires reasons to be provided for the decision, this requirement must be stated by the requester with reference to the manner in which, and the particulars so required.
- 

## Access to Records held by Imperial Bank Ltd

### 12.

Records in possession of Imperial Bank Ltd may only be accessed by a requester, once the prerequisite requirements of access have been met.

**Personal  
requester**  
12.1

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

**Other requester**  
12.2

- This requester is entitled to request access to information held on any third party or parties. However, Imperial Bank Ltd is not obliged to voluntarily grant access to such records.
- The requester must fulfill the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

## Fees

### 13.

---

The Act makes provision for two types of fees, that may be payable, namely:

**Request Fee**  
13.1

- which will be a standard fee prescribed by Regulation published in the Government Gazette; and

**Access Fee**  
13.2

- An, which must be calculated by taking the following factors into consideration: reproduction costs, search and preparation time and cost and postal costs
- 

The following conditions apply:

**Conditions**  
13.3

- The Information Officer receiving such a request shall, by notice require the requester (other than a personal requester) to pay the prescribed request fee (if applicable), before further processing the request.
- If the search for the record has been made and the preparation of the record for disclosure, including arrangements to make the records available in the requested form, requires more than the hours prescribed by Regulation for this purpose, the Information Officer shall notify the requester to pay as a deposit, the prescribed portion of the access fee which would be payable if the request is granted.
- The Information Officer shall withhold a record until a requester has paid the fees as indicated in **Appendix 3**
- A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the required form.
- Where a deposit has been paid in respect of a request for access, which is subsequently refused, then the information officer concerned shall refund the deposit to the requester.

---

## Decision

14.

- 
- The Information Officer (or person(s) properly authorised to fulfill such function in the absence of the Information Officer or Deputy Information Officer) will, within 30 days after receipt of the request, decide whether to grant or decline the request and give notice with reasons (if so required by the requester) to that effect
  - The 30 day period within which the Information Officer has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 days, if the request is made for a large amount of information, or the request requires a search for information held at another office of Imperial Bank Ltd and the information cannot reasonably be obtained within the original 30 day period.
  - Unless otherwise required by the requester, Imperial Bank Ltd will notify the requester in writing should an extension be necessitated.
- 

## List of applicable Legislation

15.

A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation, is annexed hereto marked "**Appendix 4**".

---

## Availability of this Manual

16.

Availability of  
this manual:

- in terms of Regulation Number R. 187 of 15 February 2002.
- on website [www.imperialbank.co.za](http://www.imperialbank.co.za)
- at South African Human Rights Commission and shall be published in the Government Gazette.

## **APPENDIX - 1**

### **Records that are freely accessible**

- **Annual Reports**
- **Annual Financial Statements**
- **Investor Information**
- **Organisational structures**
- **Statutory Information**
- **Social Responsibility Reports & Projects**
- **Marketing Material**
- **Production Information**



**APPENDIX - 2****Prescribed form to be completed by a requester****FORM B****REQUEST FOR ACCESS TO RECORDS OF IMPERIAL BANK LTD**

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

**(Regulation4)****A. Particulars of Imperial Bank Ltd**

.....

.....

.....

.....

**B. Particulars of Person requesting access to the record/s**

- |  |
|--|
| <p>(a) <i>The particulars of the person who requests access to the records must be provided in the space provided below</i></p> <p>(b) <i>Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.</i></p> <p>(c) <i>Proof of the capacity in which a person is making the request must be attached, if applicable.</i></p> |
|--|

Full Name and Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

\_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

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

Full names and

Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

**D. Particulars of Record/s required:**

- (a) Provide full particulars of the record/s to which access is required, 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. All additional folios or other annexures must be signed by the requester.*

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

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**2. Reference number, if available:**

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**3. Any further particulars of the record/s required:**

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**E. Fees**

- (a) A request for access to a record, other than a record containing personal information about the requester will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount of the request fee.
- (c) The fee payable for access to a record depends on the form in which the access is required and the reasonable

Reason for exemption of payment of the fee/s:

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**F. Form of Access required**

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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:**

---

---

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---

**Form in which record is required:**

---

---

---

---

Mark the appropriate box below with an "X"

*Note:*

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

**1. If the record is in writing or printed form:**

	Copy of record		Inspection of record
--	----------------	--	----------------------

**2. If the record consists of visual images:**

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

	View the Images		Copy of the Images		Transcription of the Images
--	-----------------	--	--------------------	--	-----------------------------

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

	Listen to the soundtrack (audio cassette)		Transcription of the soundtrack (written or printed document)
--	--	--	--

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

	Printed copy of record		Printed copy of information derived from the record		Copy in computer readable form (stiffy or compact disk)
--	------------------------	--	---	--	---

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

**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 pages*

Indicate which right is to be exercised or protected:

---

---

---

---

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

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**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 \_\_\_\_\_ on this the \_\_\_\_ day of \_\_\_\_\_ 200\_\_

\_\_\_\_\_  
**SIGNATURE OF  
REQUESTER / PERSON ON WHOSE BEHALF  
REQUEST IS MADE**

**APPENDIX - 3****Note:**

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

**Reproduction Fees**

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

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

**Request Fee**

Fee - (R value)	Description of service.
50,00	Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself/itself. A request fee is payable up-front before the institution will further process the request received.



## Access Fees

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

Fee - (R value)	Description of service.
1,10	For every photocopy of an A4-size page or part thereof
0,75	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form
7,50	For a copy in a computer-readable form on Stiffy disc
70,00	For a copy in a computer-readable form on Compact disc
40,00	A transcription of visual images, for an A4-size page or part thereof
60,00	For a copy of visual images
20,00	A transcription of an audio record, for an A4-size page or part thereof
30,00	For a copy of an audio record
30,00 p/h	To search for a record that must be disclosed (per hour or part thereof reasonably required for such search)
<b>Actual Postal Fee</b>	Where a copy of a record needs to be posted.

## Deposits

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

The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

## **APPENDIX - 4**

### **Table of legislation**

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A table of legislation setting out a description of the records of the institution which are available in accordance with other legislation is available from the Information officer upon request, alternatively it can be found on the Imperial Bank website at [www.imperialbank.co.za](http://www.imperialbank.co.za).

# DAIMLERCHRYSLER

**DaimlerChrysler Capital Services  
South Africa (Pty) Ltd.**

**DaimlerChrysler Capital Services South Africa (Pty) Limited**

(Registration Number 1998/014375/07)

(the "COMPANY")

MANUAL

in terms of

**The Promotion of Access to Information Act**

2/2000

(the "ACT")

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*\*Note : The forms and fee structure are available on the Website of the COMPANY, at [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)*

# 1. INTRODUCTION

The COMPANY conducts business as one of the leading providers of commercial financing, with the focus on profitable business lines, such as Aviation and Structured Equity, Commercial Real Estate, Marine, Asset-based Lending, Information Technology and Telecommunications, Trade and Commodity Finance and Arranging. The COMPANY'S high-quality and superior financing solutions have earned DaimlerChrysler Capital Services a first-class reputation amongst its customers world-wide.

# 2. COMPANY CONTACT DETAILS

Persons designated/duly authorised persons:

The Legal Department	
Postal address	P O Box 10829 Centurion 0046
Street address	123 Wierda Road Zwartkop Centurion 0046
Telephone numbers	+27 12 673 6000
Fax numbers	+27 12 673 6050
Electronic Mail Address	<a href="mailto:info@dcfs.co.za">info@dcfs.co.za</a>

3. **THE ACT**

- 3.1 The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 7 and 8.
- 3.3 Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-484 8300

Fax Number: +27-11-484 0582

Website [www.sahrc.org.za](http://www.sahrc.org.za)

4. **COMPANY RECORD CLASSIFICATION KEY**

<u>Classification No.</u>	<u>Access</u>	<u>Classification</u>
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]

13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

5. **SUMMARY: RECORDS AVAILABILITY**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Human Resources Division	• Staff Records	4,5,9
	• Employment Contracts	4,5
	• Policies and Procedures	4
	• Health & Safety records	4,5,8
Financial Division	• Audited Financial Statements	12
	• Tax Records (Company & Employees)	12
	• Asset Register	12
	• Management Accounts	12
Legal Department / Company / Secretarial	• General Contract Documentation	6,12
	• Dealer Franchise Documents	6,7,12,13
	• Statutory Records	12
Marketing Division	• Market Information	12,13
	• Customer Information:	1
	- Product Brochures	
	• Finance Sales Records	5
	• Marketing Strategies	12
	• Customer Database	12
	• Product Information	1
	• Public Records	1
	• Trademarks	1
	• Media Releases	1

**6. FORM OF REQUEST**

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the Website of the COMPANY at the following address [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)
- 6.2 Address your request to the Legal Department.
- 6.3 Provide sufficient details to enable the COMPANY to identify:
  - (a) The record(s) requested;
  - (b) The requester (and if an agent is lodging the request, proof of capacity);
  - (c) The form of access required;
  - (d) (i) The postal address or fax number of the requester in the Republic;
  - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - (e) **The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.**

**7. PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The Fee Structure is available on the website of the COMPANY, at the following address [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)

**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:
 

(a) For every photocopy of an A4-size page or part thereof	R 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	R 0-75
(c) For a copy in a computer-readable form on -	
(i) stiffy disc	R 7-50
(ii) compact disc	R70-00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40-00
(ii) For a copy of visual images	R60-00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20-00
(ii) For a copy of an audio record	R30-00

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:
- |         |  |        |
|---------|--|--------|
| (1)(a)  | For every photocopy of an A4-size page or part thereof   | R 1-10 |
| (b)     | For every printed copy of an A4-size page or part thereof<br>held on a computer or in electronic or machine readable form                            | R 0-75 |
| (c)     | For a copy in a computer-readable form on -  |        |
| (i)     | stiffy disc  | R 7-50 |
| (ii)    | compact disc   | R70-00 |
| (d) (i) | For a transcription of visual images,<br>for an A4-size page or part thereof   | R40-00 |
| (ii)    | For a copy of visual images  | R60-00 |
| (e) (i) | For a transcription of an audio record,<br>for an A4-size page or part thereof   | R20-00 |
| (ii)    | For a copy of an audio record  | R30-00 |
| (f)     | To search for and prepare the record for disclosure, R30-00 for each hour or<br>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.   |        |

#### **REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

#### **[Regulation 6]**

#### **A. 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: \_\_\_\_\_

number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

#### **B. 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: \_\_\_\_\_

**C. Particulars of record**

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**D. 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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**E. Form of access to record**

Mark the appropriate box with an X indicating the form in which record is required:

Hardcopy      ☐

Fax              ☐

E-mail         ☐

Mark the appropriate box with an X indicating the preferred language in which record is required:

English         ☐

Afrikaans

π

**NOTES:**

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

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

copy of record*	inspection of record
-----------------	----------------------

**2. If record consists of visual images:-**

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

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

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

listen to the soundtrack (audio cassette)	transcription of soundtrack*(written or printed document)
--	---

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

printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)
-------------------------	--	---

\* If you requested a copy or transcription of a record (above), do  
you wish the copy or transcription to be posted to you?

Yes

No

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

**F. Notice of decision regarding request for access.**

You will be notified in writing whether your request has been approved/declined. 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

# DAIMLERCHRYSLER

**DaimlerChrysler Services  
South Africa (Pty) Ltd.**

**DaimlerChrysler Services South Africa (Pty) Limited**

(Registration Number 1996 / 15840 / 07)

(the "COMPANY")

MANUAL

in terms of

**The Promotion of Access to Information Act**

2/2000

(the "ACT")

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*\*Note : The forms and fee structure are available on the Website of the COMPANY, at [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)*

# 1. **INTRODUCTION**

The COMPANY conducts business as the financial service provider for the support of DaimlerChrysler products.

As a captive financing company, we are in close co-operation with DaimlerChrysler South Africa and the DaimlerChrysler Dealer Network. Providing a full range of flexible Finance and Leasing options, and a host of value added products that include Comprehensive Insurance, Complimentary Insurance Products and various Maintenance and Warranty solutions designed exclusively for Mercedes-Benz, Chrysler, Jeep, Freightliner, Mitsubishi Motors and Western Star drivers.

# 2. **COMPANY CONTACT DETAILS**

Persons designated/duly authorised persons:

The Legal Department	
<b>Postal address</b>	P O Box 10829 ,Centurion, 0046
<b>Street address</b>	123 Wierda Road, Zwartkop, Centurion, 0046
<b>Telephone numbers</b>	+27 12 673 6000
<b>Fax numbers</b>	+27 12 673 6050
<b>Electronic Mail Address</b>	<a href="mailto:info@dcfs.co.za">info@dcfs.co.za</a>

# 3. **THE ACT**

- 3.1 The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 7 and 8.

- 3.3 Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-484 8300

Fax Number: +27-11-484 0582

Website [www.sahrc.org.za](http://www.sahrc.org.za)

4. **COMPANY RECORD CLASSIFICATION KEY**

<u>Classification No.</u>	<u>Access</u>	<u>Classification</u>
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

5. **SUMMARY: RECORDS AVAILABILITY**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Human Resources Division	• Staff Records	4,5,9
	• Employment Contracts	4,5
	• Policies and Procedures	4
	• Health & Safety records	4,5,8
Financial Division	• Audited Financial Statements	12
	• Tax Records (Company & Employees)	12
	• Asset Register	12
	• Management Accounts	12
Legal Department / Company Secretarial	• General Contract Documentation	6,12
	• Dealer Franchise Documents	6,7,12,13
	• Statutory Records	12
Marketing Division	• Market Information	12,13
	• Customer Information:	1
	- Product Brochures	
	• Finance Sales Records	5
	• Marketing Strategies	12
	• Customer Database	12
	• Product Information	1
	• Public Records	1
	• Trademarks	1
	• Media Releases	1

6. **FORM OF REQUEST**

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the Website of the COMPANY at the following address  
[www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)
- 6.2 Address your request to the Legal Department.
- 6.3 Provide sufficient details to enable the COMPANY to identify:
  - (a) The record(s) requested;
  - (b) The requester (and if an agent is lodging the request, proof of capacity);
  - (c) The form of access required;
  - (d) (i) The postal address or fax number of the requester in the Republic;
  - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - (e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

## 7. **PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The Fee Structure is available on the website of the COMPANY, at the following address  
[www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)

## **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.

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

- |     |   |        |
|-----|---|--------|
| (a) | For every photocopy of an A4-size page or part thereof  | R 1-10 |
| (b) | For every printed copy of an A4-size page or part thereof<br>held on a computer or in electronic or machine readable form | R 0-75 |
| (c) | For a copy in a computer-readable form on -   |        |
|     | (i) stiffy disc   | R 7-50 |
|     | (ii) compact disc   | R70-00 |
| (d) | (i) For a transcription of visual images,<br>for an A4-size page or part thereof  | R40-00 |
|     | (ii) For a copy of visual images  | R60-00 |
| (e) | (i) For a transcription of an audio record,<br>for an A4-size page or part thereof  | R20-00 |
|     | (ii) For a copy of an audio record  | R30-00 |

2. Rrequest fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50-00

3. The access fees payable by a requester referred to in regulation 11(3) are as follows:

- |        |   |        |
|--------|---|--------|
| (1)(a) | For every photocopy of an A4-size page or part thereof  | R 1-10 |
| (b)    | For every printed copy of an A4-size page or part thereof<br>held on a computer or in electronic or machine readable form | R 0-75 |
| (c)    | For a copy in a computer-readable form on -   |        |
|        | (i) stiffy disc   | R 7-50 |
|        | (ii) compact disc   | R70-00 |
| (d)    | (i) For a transcription of visual images,<br>for an A4-size page or part thereof  | R40-00 |
|        | (ii) For a copy of visual images  | R60-00 |

- (e) (i) For a transcription of an audio record,  
for an A4-size page or part thereof R20-00
- (ii) For a copy of an audio record R30-00
- (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.

### **REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

#### **[Regulation 6]**

#### **A. Particulars of person requesting access to the record**

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

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

#### **B. 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: \_\_\_\_\_

#### **C. Particulars of record**

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



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

1. Description of record or relevant part of the record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Reference number, if available: \_\_\_\_\_
3. Any further particulars of record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D. 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E. Form of access to record**

Mark the appropriate box with an X indicating the form in which record is required:

Hardcopy      ☐

Fax              ☐

E-mail          ☐

Mark the appropriate box with an X indicating the preferred language in which record is required:

English      ☐

Afrikaans    ☐

**NOTES:**

- (a) *Compliance with your request for access in the specified form may depend on the form in which the record is available*

- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images:-</b> (this included photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?		<b>Yes</b>	<b>No</b>
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.			

**F. Notice of decision regarding request for access.**

You will be notified in writing whether your request has been approved/declined. 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**



debis Fleet Management (Pty) Ltd.

**debis Fleet Management (Pty) Limited**

(Registration Number 1998 / 14372 / 07)

(the "COMPANY")

MANUAL

in terms of

**The Promotion of Access to Information Act**

2/2000

(the "ACT")

## INDEX

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3.	The ACT	60
4.	Company Records Classification Key	61
5.	Summary: Records availability	61
6.	Form of Request	62
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*\*Note : The forms and fee structure are available on the Website of the COMPANY, at [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)*

### 1. **INTRODUCTION**

The COMPANY conducts business as a specialized fleet management company within the DaimlerChrysler Group, who has always been on the cutting edge of the industry.

Since inception, the COMPANY has become one of the leading suppliers of innovative fleet management and leasing solutions in South Africa, managing in excess of 80,000 contracts with a wide range of applications. This figure included the vehicles acquired as a result of acquiring the Telkom contract, which is regarded as the best managed and the largest outsourced fleet in the Southern Hemisphere.

### 2. **COMPANY CONTACT DETAILS**

Persons designated/duly authorised persons:

The Legal Department	
<b>Postal address</b>	P O Box 10829, Centurion, 0046
<b>Street address</b>	123 Wierda Road, Zwartkop, Centurion, 0046
<b>Telephone numbers</b>	+27 12 673 6000
<b>Fax numbers</b>	+27 12 673 6050
<b>Electronic Mail Address</b>	<a href="mailto:info@dcfs.co.za">info@dcfs.co.za</a>

### 3. **THE ACT**

- 3.1 The ACT grants a requester access to records of the COMPANY, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 3.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 7 and 8.
- 3.3 Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041  
Telephone Number: +27-11-484 8300  
Fax Number: +27-11-484 0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)

4. **COMPANY RECORD CLASSIFICATION KEY**

<u>Classification No.</u>	<u>Access</u>	<u>Classification</u>
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of Natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

5. **SUMMARY: RECORDS AVAILABILITY**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Environmental Policy	• Environmental Policy	1
	• Environmental Records	11,14
Human Resources Division	• Staff Records	4,5,9

	• Employment Contracts	4,5
	• Policies and Procedures	4
	• Health & Safety records	4,5,8
Financial Division	• Audited Financial Statements	12
	• Tax Records (Company & Employees)	12
	• Asset Register	12
	• Management Accounts	12
Legal Department / Company / Secretarial	• General Contract Documentation	6,12
	• Statutory Records	12
Production / Logistics	• Production Records	12
Production Engineering	• Engineering Records	12,13
Quality	• Quality Records	12
Marketing Division	• Market Information	12,13
	• Customer Information:	1
	- Product Brochures	
	• Finance Sales Records	5
	• Marketing Strategies	12
	• Customer Database	12
	• Product Information	1
	• Public Records	1
	• Trademarks	1
	• Media Releases	1

## 6. **FORM OF REQUEST**

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the Website of the COMPANY at the following address  
[www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)
- 6.2 Address your request to the Legal Department.
- 6.3 Provide sufficient details to enable the COMPANY to identify:
  - (a) The record(s) requested;
  - (b) The requester (and if an agent is lodging the request, proof of capacity);
  - (c) The form of access required;
  - (d) (i) The postal address or fax number of the requester in the Republic;
  - (ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
  - (e) **The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.**

## 7. **PRESCRIBED FEES**

The following applies to requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The Fee Structure is available on the website of the COMPANY, at the following address [www.daimlerchrysler-services.co.za](http://www.daimlerchrysler-services.co.za)

### **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.

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

- |     |   |        |
|-----|---|--------|
| (a) | For every photocopy of an A4-size page or part thereof  | R 1-10 |
| (b) | For every printed copy of an A4-size page or part thereof<br>held on a computer or in electronic or machine readable form | R 0-75 |
| (c) | For a copy in a computer-readable form on -   |        |
|     | (i) stiffy disc   | R 7-50 |
|     | (ii) compact disc   | R70-00 |
| (d) | (i) For a transcription of visual images,<br>for an A4-size page or part thereof  | R40-00 |
|     | (ii) For a copy of visual images  | R60-00 |
| (e) | (i) For a transcription of an audio record,<br>for an A4-size page or part thereof  | R20-00 |
|     | (ii) For a copy of an audio record  | R30-00 |

2. Request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50-00

3. The access fees payable by a requester referred to in regulation 11(3) are as follows:

- |        |   |        |
|--------|---|--------|
| (1)(a) | For every photocopy of an A4-size page or part thereof  | R 1-10 |
| (b)    | For every printed copy of an A4-size page or part thereof<br>held on a computer or in electronic or machine readable form | R 0-75 |
| (c)    | For a copy in a computer-readable form on -   |        |
|        | (i) stiffy disc   | R 7-50 |
|        | (ii) compact disc   | R70-00 |
| (d)    | (i) For a transcription of visual images,<br>for an A4-size page or part thereof  | R40-00 |

- (ii) For a copy of visual images R60-00
- (e) (i) For a transcription of an audio record,  
for an A4-size page or part thereof R20-00
- (ii) For a copy of an audio record R30-00
- (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.

### **REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

#### **[Regulation 6]**

#### **A. Particulars of person requesting access to the record**

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

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_

Fax number: \_\_\_\_\_ Telephone number: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

#### **B. 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: \_\_\_\_\_

#### **C. Particulars of record**

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



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

1. Description of record or relevant part of the record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Reference number, if available: \_\_\_\_\_
3. Any further particulars of record: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D. 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: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E. Form of access to record**

Mark the appropriate box with an **X** indicating the form in which record is required:

Hardcopy      ☐

Fax            ☐

E-mail        ☐

Mark the appropriate box with an **X** indicating the preferred language in which record is required:

English       ☐

Afrikaans    ☐

**NOTES:**

- (a) *Compliance with your request for access in the specified form may depend on the form in which the record is available*

- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images:-</b> (this included photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images* <input type="checkbox"/> transcription of the images
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record* <input type="checkbox"/> 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?		<b>Yes</b>	<b>No</b>
Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.			

**F. Notice of decision regarding request for access.**

*You will be notified in writing whether your request has been approved/declined. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

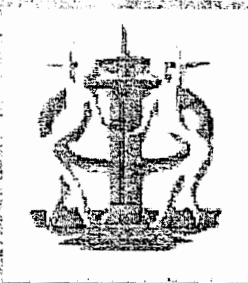
How would you prefer to be informed of the decision regarding your request for access to the record? \_\_\_\_\_

\_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

**SIGNATURE OF REQUESTER / PERSON  
ON WHOSE BEHALF REQUEST IS MADE**

**PUBLIC PROTECTOR  
OF  
SOUTH AFRICA**



**MANUAL ON ACCESS TO INFORMATION FOR  
THE OFFICE OF THE PUBLIC PROTECTOR**

*Issue No.1*

Telephone numbers: +27 11 484-8300  
 Fax Numbers: +27 11 484-1360  
 Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
 e-mail address: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

**(d) Categories and description of records held by the Public Protector**

	Category	Description
1.	Annual Reports	The annual reports are published and released every year, beginning from 1994 (Written Format).
2.	Reports prepared in terms of section 8 of the Public Protector Act, 1994	The reports on the findings of particular investigations. (Written Format).
3.	Investigation Files	These files contain records of complaints, correspondence with complainants and government agencies, reports and other working papers pertaining to investigations. (Written and Electronic Format).
4.	Personnel Records	These files contain records of staff employed by the Public Protector (Written and Electronic Format).
5.	Financial Records	These contain financial matters of the Public Protector's office (Written and Electronic Format).

**Location of the records:** Access to the records listed above can be requested from the National Office situated at the 9<sup>th</sup> Floor Sinodale Building, 228 Visagie Street, Pretoria.

**How to access the records:** Form A as prescribed in the Regulations to the Act should be used to request access to information. The Form can be obtained from any of the offices of the Public Protector.

**(e) The categories of records of the Public Protector which are available without lodging a request in terms of the Act**

Section 8 (2A)(a) of the Public Protector Act, No. 23 of 1994 stipulates that *"Any report issued by the Public Protector shall be open to the public, unless the Public Protector is of the opinion that exceptional circumstances require that the report be kept confidential."*

Description of category of records automatically available free of charge in terms of section 15(1)(a)(iii)	Manner of access to records
<p><b>(a) Special Reports</b></p> <p><b>Report No 1:</b> <i>Investigation Of The Play Sarafina II.</i></p> <p><b>Report No 2:</b> <i>Investigation Concerning The Sarafina II Donor.</i></p> <p><b>Report No 3:</b> <i>Report On The Progress And Integrity Of The Senior Certificate Examination-1996.</i></p> <p><b>Report No 5:</b> <i>Public Protector's Inquiry Into Certain Irregularities Pertaining To The Issuing Of Degrees And Courses At The University Of Zululand.</i></p> <p><b>Report No 6:</b> <i>Report On The Propriety Of The Conduct Of Members Of The Ministry And Department Of Health Relating To Statements In Connection With The Prices Of Medicines And Utilisation Of Generic Medicines In South Africa.</i></p> <p><b>Report No 7:</b> <i>Report On The Affairs Of The Independent Broadcasting Association.</i></p> <p><b>Report No 8:</b> <i>Report On The Mpumalanga Housing Project.</i></p> <p><b>Report No 9:</b> <i>Report On The Conservation Of The Kaaimans River Valley And The Estuary.</i></p> <p><b>Report No 11:</b> <i>Report On The Investigation Of Allegations Of Nepotism In Government.</i></p> <p><b>Report No 12:</b> <i>Report On The Investigation Of A Public Statement Made By The Premier Of Mpumalanga, Mr N Mahlangu, On 22 June 1999.</i></p> <p><b>Report No 13:</b> <i>Report On The Alleged Irregularities With Regard To The Affairs And Financial Statements Of The SFF Association, And On The Relevant Reports Of The Auditor-General To Parliament</i></p> <p><i>Joint Investigation Report Into The Strategic Defence Procurement Packages – November 2000</i></p> <p><b>Report No. 18:</b> <i>Report on the investigation into allegations of underpayment of beneficiaries of the Venda Pension Fund.</i></p>	<p><i>All these reports and publications are readily available and may be requested either in person, telephonically, or in writing from the office of the Public Protector.</i></p>

**Report No. 19:** *Report on an Investigation into the Causes of Delays in Communication in the Public Administration.*

**(b) Annual Reports**

**Report No 4:** 1 October 1995 To 30 June 1996

**Report No 10:** 1 July 1996 To 31 December 1996

**Report No 14:** 1 January 1997 To December 1997

**Report No 15:** 1 January 1998 To 31 December 1998

**Report No 16:** 1 January 1999 To 31 December 1999

**Report No 17:** 1 January 2000 To 31 March 2001

**Report No. 20:** 1 April 2001 to 31 March 2002

**(c) Publications**

1. *South Africa's Public Protector: AN INTRODUCTION.*
2. *Meet The Public Protector.*
3. *A Discussion Of Key Issues In International Perspective – July 2000 (Compiled By NDI).*
4. *Brochure - Public Protector South Africa (English, Afrikaans, Zulu, Sotho, Pedi, Ndebele, Tswana, Tsonga, Venda, Xhosa, Swati).*
5. *African Regional Workshop: Strengthening The Ombudsman Office In Africa: 1999 – Conference Papers.*
6. *VIIIth International Conference Of The IOI: January 2001- Conference Papers*

*All these reports and publications are readily available and may be requested either in person, telephonically, or in writing from the office of the Public Protector.*

**(f) Services available and how to gain access to these services**

- (i) **Mandate of the Public Protector:** The Public Protector has the mandate to investigate any conduct in state affairs, or in the public administration, in any sphere of government, that is alleged to be improper or to result in any impropriety or prejudice. Should the Public Protector find that the allegation is justified, he or she has to report on the matter and will do whatever possible to find a solution to the problem, which may include taking appropriate remedial action such as making recommendations, mediation, negotiation or conciliation.

- (ii) **How to lodge a complaint:** Any person or institution that is aggrieved by the conduct or failure to act, of a government agency or official should attempt to resolve the matter by means of other informal remedies that are available before approaching the Public Protector. Such remedies would include approaching the official involved, lodging a complaint with the head of the agency, such as the Chief Executive Officer, Director-General, etc.

The referral of the complaint to the Public Protector must preferably be in writing, but queries can also be made telephonically. Visitors to the office who wish to lodge a complaint are welcome between 8h00 and 16h00 on Mondays to Fridays (excluding holidays) and, will also be expected to submit their complaints in writing. Trained professional staff attend to telephones or visitors on the aforesaid days and times.

**(g) Particulars of the Public Protector's Regional Offices:**

A person wishing to lodge a complaint with the Public Protector can do so at the office nearest to him or her. The contact details for our Regional Offices are as follows:

<p><b><u>Eastern Cape Office</u></b>  Adv N Thomas (Regional Representative)  Unathi House (behind Pick &amp; Pay Bld)  P O Box 1400  <b>BISHO</b>  5605  Tel No. (040) 635-1286  Fax No. (040) 635-1291</p>	<p><b><u>Mpumalanga Office</u></b>  Mr R L Ndou (Regional Representative)  9<sup>th</sup> Floor, Nedbank House  30 Brown Street  P O Box 3373  <b>NELSPRUIT</b>  1200  Tel No. (013) 752-8543  Fax No. (013) 752-7883</p>
<p><b><u>Free State Office</u></b>  Ms S Griessel (Regional Representative)  Public Protector House  82 Kellner Street  Westdene  PO Box 383  <b>BLOEMFONTEIN</b>  9300  Tel No. (051) 448-6172/ 6191  Fax No. (051)-448-6070</p>	<p><b><u>Northern Cape Office</u></b>  Regional Representative  Office of the Public Protector  Auditor-General Building  31 McDougall Street  P O Box 1505  <b>KIMBERLY</b>  8300  Tel No. (053) 831-7766  Fax No. (053) 832-3404</p>
<p><b><u>KwaZulu-Natal Office</u></b>  Mr M Nkosi (Regional Representative)  21<sup>st</sup> Floor, Commercial City, Suite 2119  40 Commercial Road  P O Box 4267  <b>DURBAN</b>  4000  Tel No. (031) 307-5300  Fax No. (031) 307-2424</p>	<p><b><u>North West</u></b>  Mr J M d'Enis (Regional Representative)  Public Protector's Chambers  Cnr Martin &amp; Robinson Streets  P O Box 512  <b>MAFIKENG</b>  2745  Tel No. (018) 381-1060/1/2  Fax No. (018) 381-2066</p>

<b><u>Limpopo Office</u></b> Mr N H Mukwevhu (Regional Representative) Unit 2301 Wyndom Park 23 Rabie Street P O Box 4533 <b>POLOKWANE</b> 0700 Tel No. (015) 295-6984 Fax No. (051) 295-2870	<b><u>Western Cape Office</u></b> Adv G Pienaar (Regional Representative) 2 <sup>nd</sup> Floor, ABC Building 130 Adderly Street P O Box 712 <b>CAPE TOWN</b> 8000 Tel No. (021) 423-8644 Fax No. (021) 423-8708
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**(h) Remedies Available in respect of an act or failure to act by the Public Protector**

The Act does not provide for an internal appeal procedure as far as the office of the Public Protector is concerned. Where there is non-compliance with the Act by the office of the Public Protector, the aggrieved person or institution should seek a remedy from a court of law.

**(i) The Request Form and Schedule of Prescribed Fees**

A Request Form (Form A) is obtainable from any of the offices of the Public Protector, together with a schedule of the prescribed fees payable when lodging a request for access to information.