

**INFORMATION MANUAL OF THE SENWES GROUP
PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION
ACT, 2 OF 2000**

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1. INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 (the Act) gives effect to the right of access to information in terms of section 32 of the Constitution of the Republic of South Africa, 108 of 1996 (the Constitution). The Act seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right.

It is important to note that the Act recognises certain limitations to the right of access to information in a manner which balances this right with other rights. These include but are not limited to limitations aimed at the reasonable protection of privacy, commercial confidentiality and effective, efficient and good governance.

The Protection of Personal Information Act, 4 of 2013 (POPIA) was enacted to promote the protection of personal information processed by public and private bodies. The POPIA balances the need for access to information against the need to ensure the protection of personal information.

This Manual has been prepared in terms of section 51 of the Act and updated to align with the POPIA. It is intended to give a description of the records held by and on behalf of the companies in the Senwes Group; to outline the procedure to be followed and the fees payable when requesting access to records and to enable requesters to obtain records to which they are entitled in a quick and easy manner. The company endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

This Manual is available for public inspection at the physical address of the Head Office of the company being 1 Charel de Klerk street, Klerksdorp, during business hours, on the company's website at www.senwes.co.za or on request from the Deputy Information Officer.

2. INTERPRETATION

- 2.1 The following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings:
- 2.1.1 **"Client"** refers to any natural or juristic entity that receives goods or services from the company;
- 2.1.2 **"Deputy Information Officer"** refers to the person duly authorized by the Chief Executive Officer of the company and appointed by the company to facilitate or assist the Chief Executive Officer with any request in terms of the Act;
- 2.1.3 **"Employee"** refers to any person who works for, or provides services to, or on behalf of the company, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of the company. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers;
- 2.1.4 **"Information Officer"** means the Chief Executive Officer, or equivalent officer, of that public body or the person who is acting as such;
- 2.1.5 **"Personal Information"** means information relating to a natural person or juristic person, and may include the following:
- 2.1.5.1 Information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the person;
- 2.1.5.2 Information relating to the education, medical, financial, criminal or employment history of the person;
- 2.1.5.3 Any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- 2.1.5.4 Biometric information such as fingerprints or DNA;
- 2.1.5.5 Personal opinions, views or preferences;

- 2.1.5.6 Correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- 2.1.5.7 The views or opinions of another individual about the person; and
- 2.1.5.8 The name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
- 2.1.6 **“Personal requester”** refers to a requester who is seeking access to a record containing personal information about the requester;
- 2.1.7 **“Record”** means any recorded information regardless of form or medium, including any of the following:
 - 2.1.7.1 Writing on any material;
 - 2.1.7.2 Information produced, recorded or stored by means of a tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material derived from such information;
 - 2.1.7.3 Label, marking or other writing that identifies or describes anything of which it forms part, or to which it is attached;
 - 2.1.7.4 Book, map, plan, graph or drawing; and
 - 2.1.7.5 Photograph, film, negative, tape or other device which contain visual images and are capable, of being reproduced in the possession or under the control of a responsible party.
- 2.1.8 **“Requester”** refers to any person making a request for access to a record of, or held by the company;
- 2.1.9 **“The company”** refers to Senwes Ltd, its affiliates, subsidiaries and associated companies as defined in Annexure A, and is also collectively referred to herein as the “Senwes Group”; and
- 2.1.10 **“This Manual”** refers to this Manual together with all of its annexures, as amended from time to time.
- 2.2 In this Manual, clause headings are for convenience and shall not be used in its interpretation, unless the context clearly indicates a contrary intention.
- 2.3 An expression which denotes any gender includes the other genders.

- 2.4 A natural person includes a juristic person and vice versa.
- 2.5 The singular includes the plural and vice versa
- 2.6 Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time.
- 2.7 If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party, then notwithstanding that it is only in a definition, effect shall be given to that provision as if it were a substantive provision in the body of this Manual.
- 2.8 Where any term is defined within a particular clause other than this clause, that term shall bear the meaning ascribed to it in that clause wherever it is used in this Manual.
- 2.9 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding business day.
- 2.10 Any reference to days (other than a reference to business days) months or years shall be a reference to calendar days, months or years, as the case may be.
- 2.11 The use of the word “including” followed by a specific example shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific examples.
- 2.12 Insofar as there is conflict in the interpretation of or application of this Manual and the Act, the Act shall prevail.
- 2.13 This Manual does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarize themselves with the provisions of the Act before lodging any request with the company.

3. CONTACT DETAILS OF THE COMPANY'S INFORMATION OFFICER

- 3.1 In accordance with the Act, the Chief Executive Officer of the company, as the company's Information Officer has designated his powers to the Deputy Information Officer below.
- 3.2 The Information Officer and the Deputy Information Officer appointed in terms of the Act are also the Information Officer and Deputy Information Officer as referred to in the POPIA.
- 3.3 The Information Officer and the Deputy Information Officer oversee the functions and responsibilities as required in terms of both the Act as well as the duties and responsibilities in terms of section 55 of the POPIA.
- 3.4 Contact details of the Deputy Information Officer:
Information Officer: Elmarie Joynt
Physical address: 1 Charel de Klerk street, Klerksdorp, 2570
Postal address: PO Box 31, Klerksdorp, 2570
Telephone: 018 464 7104
Email: Elmarie.joynt@senwes.co.za

4. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

- 4.1 The South African Human Rights Commission (SAHRC) has compiled the Guide as required in terms of section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.
- 4.2 This Guide is available for inspection, *inter alia*, at the offices of the Human Rights Commission at Forum 3, Braampark Office Park, 33 Hoofd street, Braamfontein and on its website at www.sahrc.org.za
- 4.3 The contact details of the SAHRC are:
Postal address: Private Bag 2700, Houghton, 2041
Telephone: 011 484 8300
Telefax: 011 484 0582
Email address: paia@sahrc.org.za

5. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

- 5.1 To date no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.
- 5.2 Records of a public nature, such as those disclosed on the company website and in its various annual reports, may be accessed without the need to submit a formal application.
- 5.3 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application. However, please note that an appointment to view such records will have to be made with the Deputy Information Officer.
- 5.4 The company retains records and documents in terms of the legislation applicable to its operations. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these Acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act. These Acts include but are not limited to:
 - 5.4.1 Agricultural Products Standards Act, 119 of 1990;
 - 5.4.2 Basic Conditions of Employment Act, 75 of 1997;
 - 5.4.3 Broad-Based Black Economic Empowerment Act, 53 of 2003;
 - 5.4.4 Companies Act, 71 of 2008;
 - 5.4.5 Compensation for Occupational Injuries and Diseases Act, 130 of 1993;
 - 5.4.6 Competition Act, 89 of 1998;
 - 5.4.7 Constitution of the Republic of South Africa, 108 of 1996;
 - 5.4.8 Consumer Protection Act 68 of 2008;
 - 5.4.9 Copyright Act, 98 of 1978;
 - 5.4.10 Criminal Procedure Act, 51 of 1977;
 - 5.4.11 Customs and Excise Act, 91 of 1964;
 - 5.4.12 Electronic Communications and Transactions Act, 25 of 2002;
 - 5.4.13 Employment Equity Act, 55 of 1998;

- 5.4.14 Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, 36 of 1947;
- 5.4.15 Financial Advisory and Intermediary Services Act, 37 of 2002;
- 5.4.16 Financial Intelligence Centre Act, 38 of 2001;
- 5.4.17 Financial Markets Act, 19 of 2012;
- 5.4.18 Financial Sector Regulations Act, 9 of 2017;
- 5.4.19 Firearms Control Act, 60 of 2000;
- 5.4.20 Foodstuffs, Cosmetics and Disinfectants Act, 54 of 1972;
- 5.4.21 Hazardous Substances Act, 15 of 1973;
- 5.4.22 Income Tax Act, 58 of 1962;
- 5.4.23 Insolvency Act, 24 of 1936;
- 5.4.24 Labour Relations Act, 66 of 1995;
- 5.4.25 Long Term Insurance Act, 52 of 1998;
- 5.4.26 Magistrates Court Act, 32 of 1944;
- 5.4.27 National Building Regulations and Building Standards Act, 103 of 1997;
- 5.4.28 National Credit Act, 34 of 2005;
- 5.4.29 National Environmental Management Act, 107 of 1998;
- 5.4.30 National Road Traffic Act, 93 of 1996;
- 5.4.31 Occupational Health and Safety Act, 85 of 1993;
- 5.4.32 Patents Act, 57 of 1978;
- 5.4.33 Pension Funds Act, 24 of 1956;
- 5.4.34 Petroleum Products Act, 120 of 1977;
- 5.4.35 Prevention and Combating of Corrupt Activities Act, 12 of 2004;
- 5.4.36 Prescription Act, 68 of 1969;
- 5.4.37 Prevention of Organised Crime Act, 121 of 1998;
- 5.4.38 Promotion of Access to Information Act, 2 of 2000;
- 5.4.39 Promotion of Equality and Prevention of Unfair Discrimination Act, 4 of 2000;
- 5.4.40 Protected Disclosures Act, 26 of 2000;
- 5.4.41 Protection of Personal Information Act, 4 of 2013;

- 5.4.42 Regulation of Interception of Communications and Provision of Communication-related Information Act, 70 of 2002; Second-Hand Goods Act, 6 of 2009;
- 5.4.43 Short Term Insurance Act, 53 of 1998;
- 5.4.44 Skills Development Act, 97 of 1998;
- 5.4.45 Skills Development Levies Act, 99 of 1999;
- 5.4.46 South African Revenue Service Act, 34 of 1997;
- 5.4.47 Tax Administration Act 28 of 2011;
- 5.4.48 Tobacco Products Control Act, 83 of 1993;
- 5.4.49 Trademarks Act, 194 of 1993;
- 5.4.50 Unemployment Insurance Act, 63 of 2001;
- 5.4.51 Unemployment Insurance Contributions Act, 4 of 2002; and
- 5.4.52 Value Added Tax Act, 89 of 1991.

6. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT

This clause serves as reference to the categories of information that the company holds. This information is classified and grouped according to the records relating to the following subjects and categories:

6.1 Client Related Records

- 6.1.1 Client Personal Information;
- 6.1.2 Records provided by a client to a third party acting for or on behalf of the company;
- 6.1.2 Records provided by a third party in respect of a client;
- 6.1.3 Records generated by or within the company relating to its clients;
- 6.1.4 Transactional records and recorded calls;
- 6.1.5 Correspondence with a client that is implicitly or explicitly of a private or confidential nature;
- 6.1.6 Records pertaining to a client retrieved from “other sources”, such as any credit bureau or credit providers industry association;
- 6.1.7 Client correspondence;
- 6.1.8 Client contracts and other legal documentation;

- 6.1.9 Client business information;
- 6.1.10 Client affordability assessment and credit score;
- 6.1.11 FICA and KYC documentation; and
- 6.1.12 Invoices and statements.

6.2 Finance and administration

- 6.2.1 Accounting records;
- 6.2.2 Annual financial statements;
- 6.2.3 Correspondence;
- 6.2.4 Invoices and statements;
- 6.2.5 Management reports;
- 6.2.6 Tax records and returns;
- 6.2.7 A list of the company's creditors and debtors;
- 6.2.8 Salary information;
- 6.2.9 Fixed assets register;
- 6.2.10 Insurance information;
- 6.2.11 Banking details;
- 6.2.12 Audit Reports;
- 6.2.13 Capital Expenditure Records;
- 6.2.14 Investment Records;
- 6.2.15 Invoices and Statements;
- 6.2.16 PAYE Records;
- 6.2.17 Purchasing Records;
- 6.2.18 Sale Records;
- 6.2.19 Supply Records;
- 6.2.20 Transactional Records; and
- 6.2.21 VAT Records.

6.3 Corporate Secretariat and Legal

- 6.3.1 Annual Financial and Integrated Reports and Supplementary information;
- 6.3.2 Board of Directors Charter and Board Committee Terms of Reference;

- 6.3.3 Codes of Conduct;
- 6.3.4 General Legal Correspondence;
- 6.3.5 Leases;
- 6.3.6 Licenses and Approvals;
- 6.3.7 Litigation and Dispute;
- 6.3.8 Patent Records;
- 6.3.9 Memoranda of Incorporation;
- 6.3.10 Minutes of Board of Directors and Board Committee Meetings;
- 6.3.11 Minutes of Shareholders' Meetings;
- 6.3.12 Policies and Procedures;
- 6.3.13 Production Statistics;
- 6.3.14 Property Records;
- 6.3.15 Records;
- 6.3.16 Trademarks;
- 6.3.17 Public Corporate Records;
- 6.3.18 Share Certificates;
- 6.3.19 Shareholders Agreements;
- 6.3.20 Share Registers; and
- 6.3.20 Strategic plans.

6.4 Human Resources

- 6.4.1 Employee information including personal information, employment history and health records that the company may hold from time to time;
- 6.4.2 Employment equity records;
- 6.4.3 Letters of employment and employment contracts;
- 6.4.4 Leave records;
- 6.4.5 Returns to UIF;
- 6.4.6 Employee benefit records;
- 6.4.7 Retirement benefit and medical aid records;
- 6.4.8 Training and development information;
- 6.4.9 Records provided by a third party relating to employees;

- 6.4.10 Correspondence relating to employees;
- 6.4.11 Career Development Records; and
- 6.4.12 Employee Guidelines, Policies and Procedures.

6.5 Information management and technology

- 6.5.1 Contracts and agreements;
- 6.5.2 Equipment register;
- 6.5.3 Usage statistics;
- 6.5.4 Costings of hardware and software; and
- 6.5.5 Information policies, standards, procedures and guidelines.

6.6 Marketing and communication

- 6.6.1 Proposal documents;
- 6.6.2 New business development;
- 6.6.3 Brand information management;
- 6.6.4 Marketing and communication strategies;
- 6.6.5 Contracts and agreements;
- 6.6.6 Client relationship programmes; and
- 6.6.7 Documents relating to public relation events.

6.7 Operations

- 6.7.1 Patents and trademark documents;
- 6.7.2 Service level agreements;
- 6.7.3 Vehicle registration documents;
- 6.7.4 Delivery and collection sheets;
- 6.7.5 List of suppliers;
- 6.7.6 Supplier personal information; and
- 6.7.7 Company Guidelines, Policies and Procedures.

6.8 Project management

- 6.8.1 Building plans; and

6.8.2 Information generally related to projects conducted by the company from time to time.

6.9 Insurance

6.9.1 Claims Records;

6.9.2 Details of insurance coverages, limits and insurers;

6.10.3 Insurance Policies;

6.10 Safety, Health, Environment and Sustainability;

6.10.1 Environmental Assessment Records;

6.10.2 Incident Reports and Investigations;

6.10.3 Licenses and Approvals;

6.10.4 Safety, health, environment and Sustainability Policies and Management standards;

6.10.5 Philosophy and strategy;

6.10.6 Safety and environmental statistics;

6.10.7 Sustainability information; and

6.10.8 Training records.

6.11 Stakeholder Engagement

6.11.1 Donations;

6.11.2 CSI Projects and Investments; and

6.11.3 CSI Performance Information.

6.12 Other Party Records

6.12.1 Records held by the company pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party (for example third party beneficiaries or employees of a client), and records third parties have provided about the company's contractors/suppliers; and

6.12.2 The company may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture

companies and service providers. Alternatively, such other parties may possess records that can be said to belong to the company.

7. PROCESS OF REQUESTING INFORMATION NOT AUTOMATICALLY AVAILABLE

- 7.1 A request shall be made on the prescribed Form C. A copy of the form is attached marked as Annexure B. The form is also available from the website of the SAHRC or the website of the Department of Justice and Constitutional Development at www.doj.gov.za. The completed Access Request Form must be submitted either at the Head Office, by courier or via email and must be addressed to the Deputy Information Officer.
- 7.2 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 7.3 The requester must provide sufficient detail on the request form to enable the Deputy Information Officer to identify the requester and the record. The requester should also indicate which form of access is required. The requester should indicate if they wish to be informed in any other manner and state the necessary particulars to be so informed. The requester must identify the **right** that they are seeking to exercise or protect and provide an explanation as to why the requested record is required for the exercise or protection of that right.
- 7.4 Proof of identity is required to authenticate the identity of the requester. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person as well as proof of the identity of the requester as provided above.
- 7.5 The company will voluntarily provide the requested information or give access to any record with regard to the requester's personal information.
- 7.6 Within 30 (thirty) days after the request has been received, the Deputy Information Officer shall decide whether or not to grant the request.
- 7.7 If the request is granted, the company will advise the requester in the manner stipulated by the requester in the prescribed form of the access fee to be paid for

the information, the format in which access will be given and the fact that the requester may lodge an appeal with a court of competent jurisdiction against the access fee charged or the format in which access is to be granted.

- 7.8 The 30 (thirty) day period within which the company has to decide whether to grant or refuse the request, may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of information, or the request requires a search for information held at another office of the company and the information cannot reasonably be obtained within the original 30 (thirty) day period. The company will notify the requester in writing should an extension be sought.
- 7.9 If the Deputy Information Officer fails to respond within 30 (thirty) days after a request has been received, it is deemed, in terms of section 58 read together with section 56(1) of the Act, that the request has been refused.
- 7.10 If access is granted, actual access to the record requested will be given as soon as reasonably possible.
- 7.11 If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.
- 7.12 The requester may lodge an appeal with a court of competent jurisdiction against any procedure set out in this section.

8. PRESCRIBED FEES PAYABLE

- 8.1 A request fee of R50.00 (excluding VAT), which is a form of administration fee is to be paid by all requesters except personal requesters, before the request is considered and is not refundable.
- 8.2 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that exceeds the prescribed hours to search and prepare the record for disclosure.
- 8.3 Where the Deputy Information Officer is of the opinion that the preparation of the required record of disclosure will take more than 6 hours, a deposit is payable by the requester. The amount of the deposit is equal to 1/3 of the amount of the applicable access fee. If a deposit has been paid in respect of a request for access,

which is refused, then the Deputy Information Officer concerned will repay the deposit to the requester.

- 8.4 In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.
- 8.5 Payment details can be obtained from the Deputy Information Officer and payment can be made via an EFT or cash deposit.
- 8.6 The Deputy Information Officer shall withhold a record until the requester has paid the necessary fees.

Reproduction of Information Fees	Fees to be charged (excluding VAT)
Information in an A-4 size photocopy or part thereof	R1,10
A printed copy of an A4-size page or part thereof	R0.75
A copy in computer-readable format, for example: Stiffy disc Compact disc	R7,50 R70,00
A transcription of visual images, in an A4 size page or part thereof	R40,00
A copy of visual images	R60,00
A transcription of an audio record for an A4 size page or part thereof	R20,00
A copy of an audio record	R30,00
A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such search	R30,00
Where a copy of a record needs to be posted the actual postal fee is payable.	

9. INFORMATION OR RECORDS NOT FOUND

- 9.1 If all reasonable steps have been taken to find a record, and such a record cannot be found or if the records do not exist, then the Deputy Information Officer shall notify the requester, by way of an affidavit or affirmation, that it is not possible to give access to the record.
- 9.2 The affidavit or affirmation shall provide a full account of all steps taken to find the record or to determine the existence thereof, including details of all communications by the Deputy Information Officer with every person who conducted the search.
- 9.3 If the record should later be found, the requester may be given access to the record.

10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

- 10.1 The attention of the requester is drawn to the provisions of Chapter 4 of Part 3 of the Act in terms of which the company may refuse, on certain specified grounds, to provide information to a requester.
- 10.2 The Act provides that a requester is only entitled to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Deputy Information Officer that the record is required to exercise or protect a right, will be considered.
- 10.3 The main grounds for refusal of a request for information are:
- 10.3.1 Mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic person, as included in the POPIA which would involve the unreasonable disclosure of personal information of that natural or juristic person
- 10.3.2 Mandatory protection of the commercial information of a third party, if the record contains trade secrets of that party, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party.

- 10.3.3 Information disclosed in confidence by a third party to the company if the disclosure could put that third party to a disadvantage in negotiations or commercial competition.
- 10.3.4 Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement or legislation.
- 10.3.5 Mandatory protection of the safety of individuals and the protection of property.
- 10.3.6 Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- 10.3.7 The commercial activities of the company which may include:
 - 10.3.7.1 Trade secrets of the company;
 - 10.3.7.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the company;
 - 10.3.7.3 A computer program which is owned by the company and which is protected by copyright; and
 - 10.3.7.4 The research information of the company or a third party, if its disclosure would disclose the identity of the company, the researcher or the subject matter of the research and would place the research at a disadvantage.
- 10.4 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 10.5 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

11. INFORMATION REQUESTED REGARDING A THIRD PARTY

- 11.1 Subject to obligations to disclose information in terms of any applicable law or a court order requiring such disclosure, the company will protect the confidentiality of information provided to it by third parties.
- 11.2 The company must take all reasonable steps to inform a third party to whom or which a requested record relates if the disclosure of that record would:
 - 11.2.1 Involve the disclosure of personal information about the third party;

- 11.2.2 Involve the disclosure of trade secrets of that the party; financial, commercial, scientific or technical information (other than trade secrets) of the third party, the disclosure of which would be likely to cause harm to the commercial or financial interests of the third party; or information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations; or to prejudice the third party in commercial competition;
- 11.2.3 Constitute an action for breach of a duty of confidence owed to a third party in terms of an agreement; or
- 11.2.4 Involve the disclosure of information about research being, or to be, carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, a person that is or will be carrying out the research on behalf of the third party, or the subject matter of the research, to serious disadvantage.
- 11.3 The company will inform the third party as soon as reasonably possible, but in any event, within 21 (twenty-one) days after that request is received. Within 21 (twenty-one) days of being informed of the request, the third party should either consent to the access or to provide reasons why the access should be denied. The company will notify the third party of the outcome of the request. If the request is granted, adequate reasons for granting the request will be given.
- 11.4 The third party may lodge a complaint to the Information Regulator or an application with a court against the decision within 30 (thirty) days after notice is given, after which the requester will be given access to the record after the expiry of the 30-day period.

12. REMEDIES AVAILABLE WHEN ACCESS TO A RECORD IS REFUSED

- 12.1 The company does not have internal appeal procedures. Therefore, the decision made by the Deputy Information Officer is final. Requesters who are dissatisfied with a decision of the Deputy Information Officer will have to exercise external remedies at their disposal.
- 12.2 If a requester is aggrieved by the refusal of the Deputy Information Officer to grant a request for a record, the requester may, within 180 (one hundred and eighty)

days of notification of the Deputy Information Officer's decision, apply to a court for appropriate relief in accordance with section 78 of the Act.

13. UPDATING OF MANUAL

The company may update this Manual at such intervals as may be deemed necessary.

ANNEXURE A

<u>Company</u>	<u>Registration Number</u>
Agribel Limited	1996/017629/06
Senwes Limited	1997/005336/06
Senwes Capital (Pty) Limited	1993/005647/07
Agriewards (Pty) Limited	2018/425759/07
Senwes Agrowth (Pty) Limited	2012/179673/07
Hinterland Holdings (Pty) Limited	2012/035806/07
Hinterland SA (Pty) Ltd	1984/008258/07
Hinterland Fuels (Pty) Limited	2014/129221/07
SENWK (Pty) Ltd	2012/041966/07
Certisure Brokers (Pty) Limited	2005/024338/07
Univision Broker Services (Pty) Ltd	1997/007249/07
Oos-Transvaal Kalkverskaffers (Pty) Limited	1970/014215/07
Bastion Lime (Pty) Limited	1967/12386/07
Senwes Equipment Holdings (Pty) Limited	2014/129219/07
Staalmeester Agricultural Equipment (Pty) Ltd	2012/179460/07
Senwes Equipment (Pty) Limited	2018/410869/07
Falcon Agricultural Equipment (Pty) Limited	2018/410920/07
Electronic Silo Certs (Pty) Limited	2003/024402/07
JD Implements (Pty) Limited	2011/101342/07
Senwes Securities (Pty) Limited	2006/033061/07
Molemi Sele Management (Pty) Ltd	2012/179132/07
Hinterland Securities (Pty) Limited	2012/179574/07
Thobo Trust	IT 2983/2013
Senwes Agrowth (Pty) Limited	2012/179673/07
KLK Landbou Ltd	1997/015589/06

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

C. Particulars of person on whose behalf request is made

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

Full names and surname: _____

Identity number:

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D. Particulars of record

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

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

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

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

<p>(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.</p> <p>(b) You will be notified of the amount required to be paid as the request fee.</p> <p>(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.</p> <p>(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>

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 below, 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 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 includes photographs, slides, video recordings, computer-generated images, sketches, etc.):						
	View the images		Copy of the images*		Transcription of the images	
3. If record consists of recorded words or information which can be reproduced in sound:						
	Listen to the soundtrack (audio cassette)		Transcription of soundtrack* (written or printed document)			
4. If record is held on computer or in an electronic or machine-readable form:						
	Printed copy of record*		Printed copy of information derived from the record*		Copy in computer readable form* (stiffy	

					or compact disc)	
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* 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
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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 _____ year _____

SIGNATURE OR REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE