

ROOIBOS LIMITED

(Registration number: 1993/005745/06)

and various of its subsidiaries

("ROOIBOS")

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF
THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT NO.
2 OF 2000 ("THE ACT")**

**Date compiled: 13 February 2003
Date last revised: 1 December 2011**

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1. INTRODUCTION

The manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from Rooibos as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requestor is advised to contact the appointed Information Officer in part 2 should he / she require any assistance in respect of the utilisation of this manual and/or the requesting of documents / information from Rooibos.

The following words will bear the following meaning in this manual :-

"the Act"	shall mean the Promotion of Access to Information Act, No. 2 of 2000, together with all relevant regulations published;
"the/this manual"	shall mean this manual together with all annexures thereto as available at the offices of Rooibos from time to time;
"Rooibos"	shall mean Rooibos Limited, and several of its subsidiaries as set out in part 9 and further of this manual;
"SAHRC"	shall mean the South African Human Rights Commission.

2. **CONTACT DETAILS** (Section 51(1)(a) of the Act)

Name of body:	Rooibos Limited
Chief Executive Officer:	Martin Bergh
The appointed Information Officer:	Amanda Theron
Business Address:	Rooibos Avenue Clanwilliam 8135
Postal Address:	P.O. Box 64 Rooibos Avenue Clanwilliam 8135
Telephone:	+27 27 482 2155
Fax - Confidential:	+27 27 482 2956
E-mail:	amanda@rooibosltd.co.za
Website address:	<u>http://www.rooibosltd.co.za</u>

3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT** (Section 51(1)(b) of the Act)

In terms of section 10 of the Act a guide will be compiled by the SAHRC containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide will be made available by the SAHRC by no later than August 2003.

Contact details of the South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Private Bag 2700

HOUGHTON

2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (Section 51(1)(c) of the Act)

At this stage no notice(s) has / have been published.

5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1)(d) of the Act)

Rooibos keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list) :-

- Companies Act, No. 61 of 1973
- Income Tax Act, No. 58 of 1962 (Section 75)
- Value-Added Tax Act, No. 89 of 1991 (Section 65)
- Customs and Excise Act, No. 91 of 1964 (Section 101)
- Unemployment Insurance Act, No. 30 of 1966 (Section 32)
- Basic Conditions of Employment Act, No. 75 of 1997 (Section 31)
- Employment Equity Act, No. 55 Of 1998 (Section 26)
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993 (Section 97)
- Insolvency Act, No. 24 of 1936 (Sections 134)
- Occupational Health and Safety Act, No. 85 of 1993

6. **DOCUMENTS / INFORMATION HELD BY ROOIBOS IN TERMS OF THE ACT** (Section 51(1)(e) of the Act)

Webpage

The Rooibos Webpage (www.rooibosltd.co.za), accessible to anyone with access to the Internet, has the following categories:

- The Story of Rooibos
- The Plant
- Company Profile
- Production Process
- Distribution
- Packaging Specifications
- Contact Details
- Rooibos Recipes
- Medical research

Documents

The documents / information listed hereinbelow pertain to the day-to-day management of the business of Rooibos :-

- Standard Employment Contracts
- Employment Equity Plan & Report
- Human Resources Policies and Procedures
- List of trademarks and pending applications
- Insurance Policies

- Rules and regulations relating to Pension and Provident funds
- Documentation with regard to share option schemes
- Other commercial contracts

It is recorded that any and all documents / information requested pertaining to the aforesaid shall always only be made available to a requestor subject to the provisions of the Act.

7. **OTHER INFORMATION** (Section 51(1)(f) of the Act)

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this section.

8. **AVAILABILITY OF THE MANUAL** (Section 51(3) of the Act)

- 8.1 This manual is available for inspection at the offices of Rooibos, free of charge.
- 8.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of Rooibos.
- 8.3 The manual can also be accessed on the websites of the SAHRC (www.sahrc.org.za) and Rooibos (www.rooibosltd.co.za) and will be published in the *Government Gazette*. However, it should be noted that the manual accessible on the website of SAHRC and in the *Government Gazette*, does not include the request forms or fee structure (set out on pages 12 and further of this manual). The

request forms and fee structure can be obtained on the SAHRC website (www.sahrc.org.za) or the website of the Department of Justice and Constitutional Development (www.doj.gov.za) (under "regulations").

9. VARIOUS SUBSIDIARIES OF ROOIBOS

Name	Number
<u>Republic of South Africa</u>	
▪ Rooibos Extracts (Pty) Ltd	2003/003018/07
▪ Rooibos Marketing Japan (Pty) Ltd	1993/004662/07
▪ Rooibos Marketing Europe (Pty) Ltd	1995/005159/07
▪ Rooibos Business Service (Pty) Ltd	1995/005139/07
▪ Rooibos Educational Development Scheme	2011/001739/08

NOTE : This list includes all dormant companies under the control of Rooibos Ltd.

10. **FORM OF REQUEST** (Section 53(1) of the Act)

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))

[Regulation 10]

A. PARTICULARS OF PRIVATE BODY

The Head :

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

<p>a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>b) <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p>

Full names and surname : _____

Identity Number : _____

Postal address : _____

Fax number : _____

Telephone number : _____

E-mail address : _____

Capacity in which request is made, when made and 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 : _____

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

- 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 requested to be paid as the request fee.*
- c) *The fee **payable for access** to a record depends on the form in which*

access is required and the reasonable time required to search for and prepare a record.

d) *If you qualify for exemption of the payment of any fee, please state the reason therefore.*

Reason for exemption from payment of fees : _____

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability : _____	Form in which record is required :
_____	_____
_____	_____

Mark the appropriate box with an "X".

Notes :

a) *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.*

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 works 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* (compact disc)

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</p> <p>A postal fee is payable</p>	<p>Yes</p>	<p>No</p>
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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 requested record is required for the exercising or protection of the aforementioned right :-

H. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

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

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

Signed at _____ this _____ day of _____ 20____

SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF
REQUEST IS MADE

11. PRESCRIBED FEES

11.1 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.

11.2 The fee for reproduction referred to in regulation 11(1), is as follows :-
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(a) For every photocopy of an A4-size page or part thereof	3,00
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	3,00
(c) For a copy in a computer-readable form on :-	
i) compact disc	70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
ii) For a copy of an audio record	30,00

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

11.4 The access fee payable by a requester referred to in regulation 11(3) are as follows :-

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(1)(a) For every photocopy of an A4-size page or part thereof	3,00
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	3,00
(c) For a copy in a computer-readable form on :-	
i) compact disc	70,00
(d) i) For a transcription of visual images, for an A4-size page or part thereof	40,00
ii) For a copy of visual images	60,00
(e) i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
ii) For a copy of an audio record	30,00
(f) To search for the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and operation.	
(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.