

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

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**A GUIDE TO ACCESSING OUR INFORMATION**

**Newmantle (Pty) Ltd.  
Registration Number 2011/103845/07  
("the Company")**

**List of Acronyms and Abbreviations**

DIO:	Deputy Information Officer
IO:	Information Officer
PAIA:	Promotion of Access to Information Act No. 2 of 2000 (as amended)
POPIA:	Protection of Personal Information Act No 4 of 2013
Regulator:	Information Regulator

1. **Preamble**

The Promotion of Access to Information Act No. 2 of 2000 ("PAIA") came into operation on 23 November 2001. Section 51 of PAIA requires that the Company, in its capacity as a private body, compile a manual giving information to the public regarding the procedure to be followed in requesting information from the Company for the purpose of exercising or protecting rights.

2. **Introduction To the Company**

The Company conducts the business of providing centralised services to manufacturing companies, which includes all matters reasonably connected thereto, including matters relating to legal and corporate governance;

3. **The Company's Contact Details**

Full Name: Newmantle (Pty) Ltd.  
Registration Number: 2011/103845/07  
Registered Address: 1 Lanner Road New Germany KwaZulu-Natal  
Postal Address: PO Box 66 Hillcrest 3650  
Telephone: +27 31 713 7777  
Email Address: [reception@newmantle.com](mailto:reception@newmantle.com)  
Website Address: [www.newmantle.com](http://www.newmantle.com)

**The Information Officer's Contact Details**

Full Name: Cindy Price  
Telephone Number: +27 31 713 7777  
Email Address: [cindyp@newmantle.com](mailto:cindyp@newmantle.com)

4. **Section 10 Guide on How to Use PAIA**

The Section 10 Guide on how to use PAIA is available from the South African Human Rights Commission. Please direct any queries to:

**The South African Human Rights Commission: PAIA Unit**

**The Research and Documentation Department**

Physical Address: 27 Stiemens Street  
Braamfontein  
2001

Telephone: (011) 877 3600

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

Email Address: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## 5. **Records Available in Terms Of PAIA**

The Company holds the following categories of information:

### 5.1 Administration/Secretarial

- Certificate of Incorporation
- Memorandum of Incorporation
- Certificate of Change of Name
- Minutes of meetings of the board of directors
- Minutes of annual general meetings
- Management policies
- Management directives
- Share Register
- Register of Directors
- Directors' Attendance Register
- Intellectual Property
- a) Trademarks, trade names and protected names;
- b) Copyrights
- c) Patents

### 5.2 Financial

- Annual Financial Statements
- Annual Reports
- Books of Account recording information required by the Companies Act No. 71 of 2008
- Supporting schedules to books of account and ancillary books of account.
- Asset register
- Taxation:
  - a) Copies of all Income Tax Returns and related correspondence;
  - b) VAT returns and related correspondence
- Insurance:
  - a) Details of Insurance Policies;
  - b) Claims records

### 5.3 Technical/Information Technology

- Employee equipment issue form
- Internal employee telephone directory
- IT policy and employee induction form

### 5.4 Legal

- Complaints, pleading, briefs and other documentation pertaining to any actual, pending or threatened litigation, arbitration or investigation.
- Contracts
- Operational licenses, permits and authorisations;

Human Resources - HR policies and procedures; - Advertised posts; - Employees records; - Learning and development e.g.: skills development and training plans - Employment equity plan and statistics.

### 5.5 Human Resources

- HR policies and procedures
- Employee records
- Employee contracts
- Employment equity plan and statistics
- Skills development and training records
- BEE compliance reports

## 6. **Procedure For Requesting Access to A Record in Paragraph 5**

6.1 Should a requester wish to request access to a record of any of the above categories of information, the requester must use the form prescribed in terms of PAIA to request access to the record.

6.2 A request must be made to the Information Officer via the Company's Contact Details set forth in paragraph 3 of this manual.

6.3 The requester must provide sufficient detail on the request form to enable the Company to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

- 6.4 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 6.5 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Company.

## 7. **Fees For Requesting Access to a Record in Paragraph 5**

- 7.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the prescribed request fee before the Company processes the request.
- 7.2 After the Information Officer of the Company has made a decision in respect of the request, the requester will be notified in the prescribed form.
- 7.3 If the request is granted, an additional fee, as prescribed in terms of PAIA, must be paid for the search, reproduction and compilation of the information which has been requested, including copying charges and charges for any time that has exceeded the hours prescribed to search for, reproduce and compile the record for disclosure.

## 8. **Records Available in Terms of Other Legislation**

- Basic Conditions of Employment Act

## 9. **Other Records as May Be Prescribed**

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

## 10. **Availability Of This Manual**

- 10.1 This manual is available for inspection during office hours and free of charge at the offices of the Company at:
- Registered Address: 1 Lanner Road New Germany KwaZulu-Natal  
Telephone: +27 31 713 7777  
Email Address: reception@newmantle.com
- 10.2 A copy of this manual is also available at the offices of the South African Human Rights Commission (refer to paragraph 4 of this manual) and on the Company's website at [www.newmantle.com](http://www.newmantle.com)

# FORM 2

## REQUEST FOR ACCESS TO RECORD

[Regulation 7]

**NOTE:**

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

**TO:** The Information Officer


(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
<b>TYPE OF RECORD</b> <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

**FORM OF ACCESS**  
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**MANNER OF ACCESS**  
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

**PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED**

*If the provided space is inadequate, please continue on a separate page 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 record requested is required for the exercise or protection of the aforementioned right:	

<b>FEEES</b>	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

\_\_\_\_\_  
**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_  
**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body ( <i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i> ) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information ( <i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i> )	
Written or printed transcription of virtual images ( <i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i> )	
Transcription of soundtrack ( <i>written or printed document</i> )	
Copy of information on flash drive ( <i>including virtual images and soundtracks</i> )	
Copy of information on compact disc drive ( <i>including virtual images and soundtracks</i> )	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format ( <i>including transcriptions</i> )	
E-mail of information ( <i>including soundtracks if possible</i> )	
Cloud share/file transfer	
Preferred language: ( <i>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</i> )	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

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**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

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

\_\_\_\_\_  
 Information officer

# INTERNAL APPEAL FORM

## FORM 4

[Regulation 9]

Reference Number: .....

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes		No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

**DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED**  
*(mark the appropriate box with an "X")*

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

**GROUNDS FOR APPEAL**

*(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)*

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

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

\_\_\_\_\_  
**Signature of Appellant/Third party**

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**FOR OFFICIAL USE**  
**OFFICIAL RECORD OF INTERNAL APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
<b>OUTCOME OF APPEAL</b>					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

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

\_\_\_\_\_  
**Relevant Authority**