

MAN AUTOMOTIVE (SOUTH AFRICA) PROPRIETARY LIMITED

(Registration Number:1975/004250/07)

MANUAL

Published in terms of Section 51 of the
Promotion of Access to Information Act 2 of 2000

Contents

1. INTRODUCTION	3
2. DETAILS OF THE COMPANY.....	3
3. THE ACT	4
4. APPLICABLE LEGISLATION	4
5. SCHEDULE OF RECORDS.....	5
6. FORM OF REQUEST	7
7. PRESCRIBED FEES	8
8. REMEDIES	8

1. INTRODUCTION

MAN Automotive (South Africa) Proprietary Limited (“**Company**”) conducts business as a manufacturer, importer, builder and exporter of trucks, buses and automotive components for on-ward sale to dealers and/or customers.

This Promotion of Access to Information Manual (“**Manual**”) provides an outline of the type of records and the personal information it holds, and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“**PAIA Act**”) for both the Company as well as its subsidiary, Centurion Truck & Bus Proprietary Limited.

The PAIA Act gives effect to everyone’s constitutional right of access to information held by the private sector or public bodies, if the record or personal information 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. Requests must be made in accordance with the prescribed procedures, at the rates provided.

2. DETAILS OF THE COMPANY

Company contact details in terms of PAIA section 51:

MAN Automotive (South Africa) Proprietary Limited

P O Box 330

Isando

1600

The Views, Founders Hill Office Park 18 Centenary Way,
Founders Hill, Modderfontein

Telephone Number: (011) 928-6800

Website: www.man-mn.co.za

Duly Authorised Persons:

Information Officer	Data Protection Manager
Menzi Dumisa <u>Menzi.dumisa@za.man-mn.com</u>	Valerie Molohe-Sibanyoni <u>Valerie.molohe-sibanyoni@za.man-mn.com</u>

3. THE ACT

The Act grants a requester access to records of a private body, 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.

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 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

No	Ref	Act
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 25 of 2002	Electronic Communications and Transactions Act
9	Act 4 of 2013	Protection of Personal Information

10	No 30 of 1996	Unemployment Insurance Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 85 of 1993	Occupational Health & Safety Act
13	No 53 of 2003	Broad-Based Black Economic Empowerment Act
14	No 5 of 2008	National Regulator for Compulsory Specifications Act
15	No 38 of 2001	Financial Intelligence Centre Act
16	No 12 of 2004	Prevention and Combatting of Corrupt Activities Act
17	No 24 of 1956	Pensions Funds Act
18	No 130 of 1993	Compensation for Occupational Injuries and Diseases Act

5. SCHEDULE OF RECORDS

Departmental Records	Subject	Availability
Communications/Marketing Department	Public Product Information	Freely available on website
	Media Releases	Freely available on website
	Public Corporate Records	Freely available on website
	Launches and Events Records	Limited Disclosure
	Journalist records	Limited Disclosure
	Owner Manuals	Limited Disclosure
	Product Brochures	May be Disclosed
	Field Records	Limited Disclosure
	Performance Records	May not be Disclosed:- Commercial information of Private Body (S68)
	Product Sales Records	May be Disclosed
	Marketing and Future Product Strategies	May not be Disclosed:- Commercial information of Private Body (S68)
	Customer Information and Database	Limited Disclosure
	Dealer Agreements and Documents	Limited Disclosure
Dealership Records (Dealers, Customers)	Limited Disclosure	
Financial	Audited Financial Statements	May not be Disclosed:- Commercial information of Private Body (S68)
	Tax Records (Company &	Limited Disclosure

	Employees)	
	Asset Register	May not be Disclosed:- Commercial information of Private Body (S68)
	Supplier Records	Limited Disclosure
	Management Accounts	May not be Disclosed:- Commercial information of Private Body (S68)
	Fleet Insurance Records	Limited Disclosure
Health, Safety and Environmental Department	Environmental Policy	May be Disclosed
	Environmental Records	May not be Refused
	Health and Safety Records (Employees, Contractors)	Limited Disclosure
Human Resources Division	Employee Records	Limited Disclosure
	Employment Contracts	Limited Disclosure
	Personnel Guidelines, Policies and Procedures	May not be Disclosed:- Commercial information of Private Body (S68)
	Employee Medical Records	Limited Disclosure
	Employee Disability Insurance Records	Limited Disclosure
	Employee Pension and Provident Fund Records	Limited Disclosure
	Payroll Records	Limited Disclosure
	Recruitment Records	Limited Disclosure
	In-and-Ex-patriates' Records	Limited Disclosure
Legal Services and Compliance Division	General Contract Documentation	May not be Disclosed
	Company Guidelines, Policies and Procedures	May not be Disclosed
	Statutory Records	May not be Disclosed
	Intellectual Property Records	May be disclosed subject to Copyright
	Employee, customer and supplier information	May not be Disclosed Legally privileged document [s67]
	Immovable Property Records	May not be Disclosed
IT Department	Processing, Testing and Development Records	Limited Disclosure

Customer Care	Customer Records	Limited Disclosure
Production / Logistics Division	Production Records	May not be Disclosed
	Vehicle and Components Specifications	May not be Disclosed
	Engineering Records	May not be Disclosed
	Apprenticeship Records	Limited Disclosure
	Quality Records	May not be Disclosed
Aftersales Department	Motorplans and Warranties	Limited Disclosure
	Customer Records	Limited Disclosure
Site Management	Physical Security Records (Visitors, Suppliers, Contractors, Employees)	Limited Disclosure
	Electronic Access & Identity Management Records (Employees, Contractors)	Limited Disclosure
	Time and Attendance Records	Limited Disclosure

6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- Use the prescribed form, attached hereto as "**Annexure A**".
- Address your request to the Duly Authorised Persons listed in clause 2 above.
- Provide sufficient details to enable the Company to identify:
 - The record(s) requested;
 - The requester (and if an agent is lodging the request, proof of capacity);
 - The form of access required;
 - The postal address or e-mail address of the requester in the Republic;
 - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 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):

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- 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);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.

The fee structure is available on the website of the South African Human Rights Commission at www.sahrc.org.za.

8. REMEDIES

The Company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator, for relief.

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 required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....

.....

.....

.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 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)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

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

1. Indicate which right is to be exercised or protected:

.....

.....

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....

.....

.....

H. Notice of decision regarding request for access

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

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

.....

Signed at this day..... ofyear

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