

Rolfes Holdings Proprietary Limited
Registration Number: 2000/002715/07

**Information Manual in terms of the
Promotion of Access to Information Act
(Act 2 of 2000) as amended.**

For the Rolfes Group of Companies

Document No.: PAIA001

June 2021

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Approval

The signatures below certify that this Promotion of Access to Information Act (PAIA) Manual has been reviewed and accepted and demonstrates that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

	Name	Signature	Position	Date
Prepared by	Gloria Mahlare		Group Risk Officer	30.06.2021
Reviewed by	Lesego Ngubo		Group HR Director	30.06.2021
Approved by	Richard Buttle		Chief Executive Officer	30.06.2021

Company Proprietary Information

The electronic version of this manual is the latest revision.

It is the responsibility of the staff member to ensure that any paper material is the current revision. The printed version of this manual is uncontrolled.

Abbreviations

PAIA	Promotion of Access to Information Act
SAHRC	South Africa Human Rights Commission

1 *Introduction to Rolfes Group*

Rolfes Group is an innovative, solutions-driven chemical specialist provider. With a robust and agile business model focused on strengthening, building, and growing, Rolfes is a leading black empowered, industry-compliant supplier of agricultural, food, industrial and water chemical management solution, and service for the local and international markets. To strengthen, build and grow the Rolfes group is a key imperative. Operating across agricultural, food, industrial and water chemical solutions sectors, the group faces difficult market dynamics and challenging economic times. Despite this, Rolfes remains a leading provider of critical solutions and services and is well positioned to continue its key role in the South African economy

The Company is domiciled in South Africa and has 380 employees .

Operating businesses:

- Rolfes Agri
- Bragan Chemicals
- Rolfes Leather
- Rolfes Asset Holdings
- Rolfes Water
- Absolute Sciences
- Rolfes Chemicals

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights.

In these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information.

A copy of this manual is available on our website.

2 *Particulars in terms of Section 51*

2.1 **Contact Details**

Name of Company	Rolfes Holding (Pty) Ltd
Registration Number	2000/002715/07
Postal Address	PO Box 724, Melville, 2109
Physical Address	First Floor Oval West, Wanderers Office Park 52 Corlett Drive, Illovo, 2191
Telephone Number	+27 11 268 6100
Wed Address	www.rolfesza.net
The Head	Richard Buttle
Deputy Information Officer	Gloria Mahlare
Deputy Information Officer	Lesego Ngubo
Email Addresses	gloriam@rolfesza.com ; lesegon@rolfesza.com

2.2 Section 10 Guide

The South African Human Rights Commission (SAHRC) published a “Guide on how to use the Promotion of Access to Information Act 2 of 2000” which is available on SAHRC website www.sahrc.org.za. Queries are to be directed to:

The South African Human Rights Commission
PAIA Unit – The Research and Documentation Department

Postal Address	Private Bag 2700, Houghton, 2041
Telephone Number	+27 11 877 3600
Fax Number	+27 11 484 7146
Web Address	www.sahrc.org.za
Email Address	paia@sahrc.org.za

2.3 Other Legislation Records

Records that are available in terms of other legislation are as follows:

- Basic Conditions of Employment No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
- Copyright Act No. 98 of 1978
- Credit Agreements Act No. 75 of 1980
- Currency and Exchanges Act No. 9 of 1933
- Debtor Collectors Act No. 114 of 1998
- Employment Equity Act No. 55 of 1998
- Council for Built Environment Act No. 43 of 2000
- Finance Act No. 35 of 2000
- Income Tax Act No. 95 of 1967
- Labour Relations Act No. 66 of 1995
- National Environmental Management Act No. 107 of 1998
- National Road Traffic Act No. 93 of 1996
- National Water Act No. 36 of 1998
- Occupational Health & Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- Road Transportation Act No. 74 of 1977
- Securities Services Act No. 36 of 2004
- Skills Development Levies Act No. 9 of 1999
- Skills Development Act No. 97 of 1998
- Tax on Retirement Funds Act No. 38 of 1996
- Transfer Duty Act No. 40 of 1949
- Unemployment Contributions Act No. 4 of 2002
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

2.4 Access Rolfes Group Records

2.4.1 Records Freely Available

The following records are freely available on the Rolfes Group website at www.rolfesza.net without having to request access in terms of the PAIA Act section 52(2):

- Profile of the Group's division
- Group's Governance
- Professional Services and Capability Statements
- Location of Offices and contact details

2.4.2 Requested Records

The following records may be requested:

Corporate Records

- Registers required in terms of the Companies Act
- Financial Records and Management Accounts
- Audit Statements and Tax Records
- Legal and Contractual Records
- Corporate Policies and Procedures
- Insurance Policies
- Purchasing Records
- Employee Records
- Skills Development and Training Records
- Pension Fund and Medical Aid Records
- Correspondence

Operational Records

- Project Records
- Client Records
- Contracts
- Tenders
- Project Plans, Reports, Designs, Drawings and Specifications
- Minutes and Correspondence
- ISO Management System Records
- Time and Expense Records
- Billing Records

Statutory Employee Records

- Employees' names and occupations;
- Employee contracts

- Time worked by each employee;
- Remuneration paid to each employee;
- Date of birth of each employee;
- Attendance register;
- Employment equity plan;
- Salary and wages register;
- Records of foreign employees;
- Substantive agreements;
- Disciplinary & Grievance records;
- Determinations made in terms of the Wage Act;
- Records of strikes, lockouts or protest action;
- Skills and Development records;
- Staff records (after date of employment ceases);
- Tax returns of employees.

Other Employee Records

- Incentive schemes;
- Study assistance schemes;
- Maternity leave policy;
- Medical boarding;
- Funeral insurance scheme;
- Group life insurance;
- Code of conduct and ethics

Safety, Health and Environment

- Noise exposure records;
- Water quality monitoring program records;
- Wastewater assessment and monitoring records;
- Records of wastewater discharges;
- Records of wastewater storage and wastewater disposal;
- Employee medical surveillance and Biological monitoring records in respect of hazardous chemical substances;
- Records of investigations and tests in respect of hazardous chemicals and substances;
- Records of risk assessments and monitoring results in respect of hazardous biological agents;

- Records of assessment and air monitoring and asbestos inventory;
- Records of training of employees in respect of exposure to hazardous chemicals ;
- Safety management systems, data and audits;
- Industrial hygiene programs, data and audits;
- Permits, licences, approvals and registrations for operations of sites and business;
- Emergency response plans;
- Environmental impact assessments;
- Environmental management programs and systems;
- Details of solid waste discharges;
- Details of air emission discharges.

Agreements and Contracts

- Material agreements concerning provision of services or materials;
- Joint venture agreements, partnership agreements, participation, co-marketing, co-promotion or other alliance agreements;
- Agreements with shareholders, officers or directors;
- Acquisition or disposal documentation;
- Agreements with contractors and suppliers;
- Agreements with customers;
- Warranty agreements;
- Sale agreements;
- Distributor, dealer or agency agreements;
- Restraint agreements;
- Agreements with governmental agencies;
- Purchase or lease agreements.

Intellectual Property

- Patents, patent applications and inventions;
- Trademarks, trade names and protected names;
- Copyrights;
- Agreements relating to intellectual property such as licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements and joint development agreements;
- Litigation and other disputes involving intellectual property

Information Technology

- Hardware;
- Operating systems;
- Telephone exchange equipment;
- Telephone lines, leased lines and data lines;
- LAN installations;
- Software packages;
- Disaster recovery systems;
- Internal systems support and programming/development
- Capacity and utilisation of current systems;
- Development or investment plans;
- Agreements;
- Licenses;
- Audits.

Sales and Marketing

- Products;
- Markets;
- Customers;
- Brochures, newsletters and advertising materials;
- Sales;
- Public relations policies and procedures;
- Domestic and export orders.

2.4.3 Request Procedure

Form of Request:

- The Requester must use the prescribed form ([Annexure A](#)) to make the request for access to a record. This request must be made to the Information Officer of the private body. This request must be made to the address or electronic mail address of the body concerned [section 53(1)].
- These forms are available from:
 - a) our information officer (whose contact details are in Section 2.1 of this manual).
 - b) the SAHRC website (www.sahrc.org.za);
 - c) the Department of Justice and Constitutional Development website (www.doj.gov.za).
- The Requester must provide sufficient detail on the request form to enable the Information Officer of the private body 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 [section 53(2)(a) and (b) and (c)].
- 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 [section 53(2)(d)].
- If a request is made on behalf of another person, the Requester must then submit proof of the capacity in which the Requester is making the request to the satisfaction of the Information Officer of the private body [section 53(2)(f)].

Fees:

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, who is not a personal requester, must pay the required request fee:

- The Information Officer of the private body must notify the Requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [section 54(1)].
- The fee that the Requester must pay to a private body is R50 (listed in the Guide referred to in Section 2.2 above). The requester may lodge an application to the court against the tender or payment of the request fee [section 54(3)(b)].
- After the Information Officer of the private body has made a decision on the request, the Requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [section 54(6)].

2.5 Other Information

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

2.6 Manual Availability

This manual is available for inspection free of charge at the offices of Rolfes Holdings (Pty) Ltd at First Floor, Oval West, Wanderers Office Park, 52 Corlett Drive, Illovo.

Copies are available on the Internet at www.rolfesza.net

ANNEXURE A

**FORM C
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

- (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:

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 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:

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2. Reference number, if available:

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3. Any further particulars of record:

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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:

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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
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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:

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

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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 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