

# INFORMATION MANUAL

RCL FOODS LIMITED (“RCL FOODS”)

Registration Number: 1966/004972/06



Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No. 2 of 2000 (“PAIA” or “the Act”).

This manual also applies to the wholly owned subsidiaries of RCL FOODS, being:

- RCL FOODS CONSUMER (PTY) LTD
- RCL FOODS SUGAR AND MILLING (PTY) LTD
- VECTOR LOGISTICS (PTY) LTD
- FOODCORP (PTY) LTD
- RCL GROUP SERVICES (PTY) LTD





## 1. INTRODUCTION

RCL FOODS is a consumer focused food business listed on the Johannesburg Stock Exchange which, through its various subsidiaries, adds value for consumers and customers through its range of market leading brands.

This manual is designed to assist potential requestors with the procedure to be followed when requesting information from RCL FOODS, as contemplated in the Act. It may be amended from time to time, and such amendments will be published in accordance with the Act.

## 2. CONTACT DETAILS

### [Section 51(1)(a)]

Details of the CEO and all other officers of RCL FOODS are published on our website. Any request for access to records should be directed to the Information Officer at:

Physical Address: **Ten The Boulevard, Westway Office Park  
Westville, 3629, KwaZulu Natal**

Postal Address: **PO Box 2734, Westway Office Park  
Westville, 3635, KwaZulu Natal**

Telephone Number: **+27 (0) 87 362 8475**

Fax Number: **+27 (0) 86 679 6155**

E-mail Addresses: **Stephen.Heath@rclfoods.com or  
legalnotices@rclfoods.com**

Website Address: **www.rclfoods.com**

## 3. DESCRIPTION OF GUIDE IN TERMS OF SECTION 10 OF THE ACT

### [Section 51(1)(b)]

The South African Human Rights Commission has compiled a Guide, in terms of Section 10 of PAIA, containing such information as may reasonably be required by a person wishing to exercise any right contemplated in PAIA, which is available at its offices:

Physical Address: **29 Princess of Wales Terrace  
Cnr York and St. Andrews Street  
Parktown**

Website: **www.sahrc.org.za**

Telephone Number: **+27 (0) 11 484 8300**

Fax Number: **+27 (0) 11 484 0582**

E-mail Address: **PAIA@sahrc.org.za**



**4. NOTICES IN TERMS OF SECTION 52(2) OF THE ACT**  
**[Section 51(1)(c)]**

No notice/s has been published regarding the categories of records which are automatically available without having to request access in terms in terms of PAIA.

**5. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION**  
**[Section 51(1)(d) and (e)]**

RCL FOODS is a diversified food business with 3 (three) operating divisions and various plants across South Africa. RCL FOODS keeps the records required in order to comply with all legislation which may be applicable to RCL FOODS' business from time to time, however, due to the large number of Acts applicable to this diverse business, the list of examples below is by no means exhaustive. Documents are available only on request through the Act.

Examples of records held by RCL FOODS include (without limitation):

- **Banking and Financial records including:** Annual financial statements, asset registers and taxation returns
- **Human Resources records including:** Payroll information, trade unions and employer organisations, collective agreements and employee records
- **Statutory records including:** Company registers, documents of incorporation for each statutory entity, notices and minutes of meetings
- **Health and safety data and records including:** Workmen's compensation records, records of incidents at the workplace and medical surveillance records
- **Property records including:** Title deeds, leases, servitude agreements and details of property transactions
- **Share registration records**
- **Insurance records**
- **Pension records**
- **Patents and trademarks records**
- **Promotions and competitions**
- **Credit records**
- **Legal Records**

**6. AVAILABILITY OF THE MANUAL**  
**[Section 51(3)]**

This manual is available as follows:

- In hard copy, to be viewed at the offices of RCL FOODS;
- At the offices of the SAHRC; and
- On the RCL FOODS website.



## **7. REQUESTS FOR ACCESS TO RECORDS**

A request for access to any record must be made using the prescribed form which is reproduced at the end of this manual. The request must be made to the Information Officer and using the contact details as provided in section 2 of this manual and must be accompanied by the prescribed fee.

The request form must:

- be completed clearly and legibly;
- provide sufficient detail to enable the Information Officer to identify the record and the requester;
- include proof of the capacity in which the requester is making the request if the request is made on behalf of a person;
- indicate the form of access which is required;
- provide a postal address or fax number in South Africa;
- provide the necessary particulars, if the requester wishes to be informed of the decision on the request in a manner other than by written reply; and
- identify the right the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right.

RCL FOODS will inform a requester in writing of its decision in relation to a request, unless another manner of communication has been set out in the request. RCL FOODS may, and must in certain instances, refuse access to records on any of the grounds set out in PAIA. The grounds for refusal will be communicated to the requester if the request is refused.

Where a request is refused, a requester may apply to court within 30 (thirty) days of being informed of the refusal of the request, for an order compelling the record or records requested to be made available to the requester or for another appropriate order. The court will then determine whether the records should be made available or not.

If the request is granted, then a further access fee must be paid for the reproduction, search and preparation of the records for disclosure, as well as for any time that has exceeded the prescribed hours.

The prescribed fees are available on the SAHRC's website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional development's website ([www.doj.gov.za](http://www.doj.gov.za)).

***(Manual updated January 2017)***



**ANNEXURE - FORM C: REQUEST FOR ACCESS TO RECORDS OF RCL FOODS LIMITED  
(including any subsidiary or other group company)**

[Section 53(1) of the Promotion of Access to Information Act, No. 2 of 2000]

[Regulation 10]

**A. Name of RCL FOODS affiliate from which information is being sought**

The Head: \_\_\_\_\_

**B. Particulars of person requesting access to the record**

Full names and surname: \_\_\_\_\_

Identity number: \_\_\_\_\_

Postal address: \_\_\_\_\_  
\_\_\_\_\_

Fax number: \_\_\_\_\_

Telephone 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: \_\_\_\_\_

**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.***



Description of record or relevant part of the record:

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Reference number, if available: \_\_\_\_\_

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.***

***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 - <b>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>			
	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.*

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: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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?**

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

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