

PAIA MANUAL

THE HIRT AND CARTER GROUP

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Interpretation

- 1.1 The Promotion of Access to Information Act No. 2 of 2000, (“the **Act**”) came into operation on 23 November 2001. Section 51 of this Act requires that private bodies compile a manual giving information to the public regarding the procedure to be followed in requesting information for the purpose of exercising or protecting rights.
- 1.2 The Hirt and Carter Group is a group of companies that provides a multitude printing and media products and services.
- 1.3 We, as a group of private entities, 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.
- 1.4 The categories of information which we possess, which you are able to access, is dealt with herein. You will also be shown the correct procedure to follow should you require access to any of this information.
- 1.5 A copy of this manual is also available on our website.

Section A – Our details

Full Name:	The Hirt and Carter Group, being Hirt & Carter Group (Pty) Ltd, registration number 1976/003386/07, and all of its affiliates, business partners, subsidiaries and trading divisions, including each of the entities recorded in Annexure “ A ”.
Registered Number:	See Annexure “ A ”
Registered Address:	See Annexure “ A ”
Postal Address:	See Annexure “ A ”
Telephone Number:	See Annexure “ A ”

Fax Number: See Annexure “A”

Head/CEO: See Annexure “A”

Designated Information Officer: See Annexure “A”

Information Officer’s Email Address: See Annexure “A”

Website: See Annexure “A”

Section B – The official Guide

In accordance with section 10 of the Act, the South African Human Rights Commission (SAHRC) has published a guide (“the **Guide**”) containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. This Guide appears on the South African Human Rights Commission’s website (www.sahrc.org.za under the “Publications” tab and under the heading “Legislation”) and contains the following information:

- 3.1 Part 1 – Why Access to Information (this sets out the objects of the Act).
- 3.2 Part 2 – Access to Information.
- 3.3 Part 3 – How to Make a Request for Access to Information (this includes details of the fees to be paid and explains your remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application).
- 3.4 Part 4 – When Access to a Record May be Refused.
- 3.5 Part 5 – General Information.
- 3.6 Part 6 – Public Bodies from Whom You Can Access Records.

Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department

Private Bag X2700
Houghton
2041

Telephone: (011) 877-3600

Fax: (011) 403-0625

Website: www.sahrc.org.za

E-mail: lidlamini@sahrc.org.za

Section C – Information available in terms of the Act

4.1 Categories of information

We hold the following categories of information in respect of each entity within the Hirt and Carter Group:

(a) STATUTORY COMPANY INFORMATION

- (i) A copy of the Memorandum of Incorporation and any amendments or alterations to it.
- (ii) A copy or copies of rules made in terms of sections 15(3) to (5) of the Companies Act No. 71 of 2008 ("Companies Act").
- (iii) A record of our directors.
- (iv) Copies of reports presented at annual general meetings (where applicable).
- (v) Copies of Annual Financial Statements, including:
 - (A) the auditor's report, if the Annual Financial Statements are audited; and
 - (B) the directors' report.
- (vi) Copies of accounting records required by the Companies Act.

- (vii) Notices of all shareholders¹ meetings.
 - (viii) Minutes of all shareholders meetings.
 - (ix) All resolutions adopted by shareholders and any documents made available by us to the shareholders in relation to their resolutions.
 - (x) Copies of written communications sent generally by us to shareholders.
 - (xi) Minutes of all meetings of directors, or directors' committees, or the audit committee (if any).
 - (xii) Resolutions of directors, or directors' committees, or the audit committee (if any).
 - (xiii) Securities register.
 - (xiv) A record of our company secretaries and auditors (if any), including:
 - (A) the name of each such person; and
 - (B) the date of each of their appointments.
- (b) ACCOUNTING RECORDS
- (i) Books of account including journals and ledgers.
 - (ii) Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.
- (c) STATUTORY EMPLOYEE RECORDS
- (i) Employees' names and occupations.
 - (ii) Remuneration paid to each employee.

¹ In terms of the Companies Act, a reference to a shareholder of a company is a reference to a holder of any securities in that company, including but not limited to shares and debt instruments.

- (iii) Date of birth of each employee.
 - (iv) Attendance register.
 - (v) Employment equity plan.
 - (vi) Salary register.
 - (vii) Records of foreign employees.
 - (viii) Collective agreements (if any) and any records required in terms thereof.
 - (ix) Arbitration awards (if any) and any records required in terms thereof.
 - (x) Records of strikes, lockouts or protest action (if any).
 - (xi) Training records.
 - (xii) Staff records (after date of employment ceases).
 - (xiii) Skills development plan.
- (d) OTHER EMPLOYEE RECORDS
- (i) Employee contracts.
 - (ii) Incentive schemes.
 - (iii) Study assistance schemes.
 - (iv) Maternity leave policy.
 - (v) Relocation policy.
 - (vi) Disability scheme.
 - (vii) Funeral insurance scheme.
 - (viii) Group life.

- (ix) Code of conduct.
- (e) PENSION AND RETIREMENT FUNDING RECORDS
- (i) Retirement Fund Rules.
 - (ii) Minutes of Manco Meetings
 - (iii) Contribution reports.
- (f) ENVIRONMENTAL HEALTH AND SAFETY
- (i) Noise exposure records.
 - (ii) Water quality monitoring programme records.
 - (iii) Waste water assessment and monitoring records.
 - (iv) Records of waste water discharges.
 - (v) Records of waste water storage and waste water disposal.
 - (vi) Employee medical surveillance records in respect of hazardous chemical substances.
 - (vii) Records of investigations and tests in respect of hazardous chemicals and substances.
 - (viii) Records of risk assessments and monitoring results in respect of hazardous biological agents.
 - (ix) Safety management systems, data and audits.
 - (x) Industrial hygiene programs, data and audits.
 - (xi) Employee public health emergency action plans.
 - (xii) Permits, licences, approvals and registrations for operations of sites and business.
 - (xiii) Emergency response plans.

- (xiv) Environmental impact assessments.
- (xv) Environmental management programs and systems.
- (xvi) Details of aqueous discharges.
- (xvii) Details of solid waste discharges.
- (xviii) Details of air emission discharges.
- (xix) Environmental authorisations.

(g) FIXED PROPERTY

- (i) Title deeds.
- (ii) Leases.
- (iii) Building plans.
- (iv) Mortgage Bonds or other encumbrances to fixed property.

(h) MOVABLE PROPERTY

- (i) Asset register.
- (ii) Finance and lease agreements.
- (iii) Notarial bonds.
- (iv) Deeds of pledge.

(i) INTELLECTUAL PROPERTY

- (i) Patents, patent applications.
- (ii) Trade marks, trade mark applications, trade names and protected names.
- (iii) 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.

- (iv) Documents pertaining to litigation and other disputes involving intellectual property.

(j) AGREEMENTS AND CONTRACTS

- (i) Material agreements concerning the provision of services or materials.

- (ii) Joint venture agreements

- (iii) Agreements with shareholders, officers or directors.

- (iv) Acquisition or disposal documentation.

- (v) Agreements with contractors and suppliers.

- (vi) Agreements with customers.

- (vii) Sale agreements.

- (viii) Distributor, dealer or agency agreements.

- (ix) Restraint agreements.

- (x) Purchase or lease agreements.

(k) TAXATION

- (i) Copies of all Income Tax Returns and other tax returns and documents.

(l) LEGAL

- (i) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation.

- (ii) Settlement agreements.
- (iii) Material licences, permits and authorisations.

(m) INSURANCE

- (i) Insurance policies.
- (ii) Claim records.
- (iii) Details of insurance coverages, limits and insurers.

(n) INFORMATION TECHNOLOGY

- (i) Hardware.
- (ii) Operating systems.
- (iii) Telephone exchange equipment.
- (iv) Telephone lines, leased lines and data lines.
- (v) LAN installations.
- (vi) Software packages.
- (vii) Disaster recovery.
- (viii) Internal systems support and programming / development.
- (ix) Capacity and utilization of current systems.
- (x) Development or investment plans.
- (xi) Agreements.
- (xii) Licenses.
- (xiii) Audits.

(o) SALES AND MARKETING

- (i) Products.
 - (ii) Markets.
 - (iii) Customers.
 - (iv) Brochures, newsletters and advertising materials.
 - (v) Sales.
 - (vi) Domestic and export orders.
- (p) BLACK ECONOMIC EMPOWERMENT
- (i) Ratings conducted by accredited rating agencies.
 - (ii) Recruitment and employment equity policies.
 - (iii) Supplier and preferential procurement information.
 - (iv) Skills development policy.

4.2 Procedure for requesting access to the above information

- (a) If you wish to request access to any of the above categories of information, you are required to complete the Form prescribed in terms of PAIA to request access to the record. This form is annexed to this manual (Form 2).
- (b) There is a prescribed fee for requesting and accessing information in terms of the Act. Details of these fees are contained in the Outcome of Request and Fees Payable Form prescribed in terms of PAIA. This form is annexed to this manual (Form 3).
- (c) It is important to note that access is not automatic – **you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right.** You will be notified of the Information Officer's decision in respect of the request in the form prescribed in terms of PAIA. This form is annexed to this manual (Form 3).

Section D – Information available in terms of other legislation

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Consumer Protection Act No. 68 of 2008
- Customs and Excise Act No 91 of 1964
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act No. 38 of 2001
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Liquor Act No. 59 of 2003
- National Credit Act No. 34 of 2005
- National Environmental Management Act No. 107 of 1998
- National Environmental Management Waste Act No. 59 of 2008
- National Water Act No. 36 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Skills Development Levies Act No. 9 of 1999
- Value-Added Tax Act No. 89 of 1991

Where applicable to our operations, we also retain records and documents in terms of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Customs and Excise Act No. 91 of 1964
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act No. 38 of 2001
- Income Tax Act No. 58 of 1962
- Insolvency Act No. 24 of 1936
- Labour Relations Act No. 66 of 1995
- Liquor Act No. 59 of 2003

- Machinery and Occupational Safety Act No. 6 of 1983
- National Credit Act No. 34 of 2005
- Occupational Health and Safety Act No. 85 of 1993
- Prescription Act No. 68 of 1969
- Second-Hand Goods Act No. 6 of 2009
- Skills Development Act No. 97 of 1998
- Transfer Duty Act No. 40 of 1949
- Value-added Tax Act No. 89 of 1991

Section E – Information automatically available

The following categories of records are automatically available for inspection, purchase or photocopying. In other words, you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our Information Officer, whose contact details appear in section A of this manual.

1. Newsletters.
2. Booklets.
3. Pamphlets / Brochures.
4. Posters.
5. Other literature intended for public viewing.

Section F - POPI

This manual is to be read together with the Hirt and Carter Group's policy in terms of the Protection of Personal Information Act 4 of 2003 (the **POPI manual**). The POPI manual is published together with this PAIA manual and is furthermore available upon request from the Information Officer.

The POPI manual contains, amongst other things, information pertinent to:

1. The purpose for which we process personal information;
2. The categories of data subjects in respect of which we process personal information, and the categories of information relating thereto;

3. The categories of recipients to whom we supply personal information;
4. Any planned transborder flows of personal information; and
5. A description of the information security measures which we implement to ensure the confidentiality, integrity and availability of the personal information which we process.

Annexure 1: List of Entities

Full Name:	Registered Number	Registered Address	Postal Address	Telephone Number	Fax Number	Head/CEO	Designated Information Officer	Email Address of Information Officer	Website
Forge Marketing Technologies (Pty) Ltd	1997/013343/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Charles Matterson	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
Hirt & Carter (South Africa) (Pty) Ltd	1997/001767/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
Hirt & Carter Group (Pty) Ltd	1976/003386/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za

		Durban, KZN, 4339							
Hirt & Carter Software Solutions (Pty) Ltd	1999/022933/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Afzal Fakier	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
Hive Connect (Pty) Ltd	1999/003169/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
Quickcut Pre Press Network SA (Pty) Ltd	1994/002552/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za

Shift Promo Logistics (Pty) Ltd	2019/429660/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Stuart Slater	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
Skus (Pty) Ltd	2000/025354/07	22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Paul Prestbury	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za
First Impression Labels (Pty) Ltd		22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za

Main Street 505 (Pty) Ltd		22 Tottum Road, Cornubia Industrial Business Estate, Ottawa South Durban, KZN, 4339	P O Box 74363, Rochdale Park, KZN, 4034	031-492 9000	N/A	Adam Curtis	Yasteel Kuseeal	popiqueries@hcg.one	www.hirtandcarter.co.za

It is recorded that, for the avoidance of doubt, the list of entities within the Hirt and Carter Group may be subject to change from time to time. An updated list of entities within the Hirt and Carter Group may be obtained from Hirt and Carter Head Office on contact number **031-492 9000** or requested by email to **popiqueries@hcg.one**.

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		
PARTICULARS OF RECORD REQUESTED			
<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>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <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:	

FEES	
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

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:

--

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		
TOTAL:			

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