

KOLOK PAIA MANUAL

PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 (the Act)

SECTION 51 MANUAL

KOLOK A DIVISION OF BIDVEST PAPERPLUS (PTY) LTD (Kolok)

INTRODUCTION AND PURPOSE OF THIS MANUAL

The Promotion of Access to Information Act, No. 2 of 2000 ("the Act") was enacted in February 2000, giving effect to the Constitutional right of access to certain information held by the State and certain information held by another person as defined in the Act. Where a request is made in compliance with the Act, the body to whom the request is made must release the information, except where the Act provides that the information may not be released. The Act also sets out the procedural requirements for a request for information.

The purpose of this Manual is to give effect to the Act in terms of making a procedure available to persons to obtain certain information which is required for the exercise or protection of any rights they may have from Kolok a Division of Bidvest Paperplus (Pty) Ltd "Kolok."

S51 (1)(a): CONTACT DETAILS AND GENERAL INFORMATION

Name of Private Body: Kolok a Division of Bidvest Paperplus (Pty) Ltd

Information Officer: Louis Snyman

Head of body: Warren Strauss

Postal address: P O Box 4151, Johannesburg, 2000

Physical address: 31 Gold Reef Road, Ormonde, Ext 32, 2091

Tel: 011-248-0300

Cellular: None

E-mail address: louis@koloksa.co.za

Website: www.koloksa.co.za

THE INFORMATION REGULATOR'S PAIA GUIDE

The Regulator has compiled an official PAIA Guide which sets out clearly how to exercise any right contemplated in PAIA or POPIA. The Regulators Guide is available in each of the official languages and in braille.

A copy of the Guide can be obtained: –

- directly from the Regulator (details below)
- upon request from the Information Officer.
- downloaded from the website of the Regulator <https://info regulator.org.za/paia-guidelines/>
- downloaded from the Bidvest website <https://www.bidvest.co.za/access-to-information.php>

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Physical Address	The Information Regulator (South Africa) JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal Address	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone Number:	+27 (0)10 023 5207 / 010 023 5241/42
E-mail Address:	Complaint's email: PAIAcomplaints@info regulator.org.za General enquiries: enquiries@info regulator.org.za
Website	https://www.info regulator.org.za

S51(1)(d): DESCRIPTION OF RECORDS AVAILABLE

This clause serves as a reference to the records that Kolok holds to facilitate a request in terms of the Act. The information is classified and grouped according to records relating to record categories printed in bold.

NOTE: It is recorded that the accessibility of the documents may be subject to the grounds of refusal as set out hereinafter in this Manual.

In terms of S51(1) Kolok holds records in the following categories:

- Incorporation documents, records, and licences.
- Financial documents and records e.g., invoices, banking records, annual financial statements, tax.
- Operational documents and records e.g., correspondences with customers, data base of customers, price lists.
- Personnel documents and records e.g., employment contracts, disciplinary and counselling records, retirement fund details, medical aid details.
- Safety records as required by Occupational Health and Safety legislation.
- Information and technology records e.g., software programmes.
- Records required by legislation e.g., Basic Conditions of Employment Act 75 of 1997, Occupational Health and Safety Act 85 of 1993, Employment Equity Act 55 of 1998, Income Tax records.

(Reference to the above-mentioned category of legislation includes amendments, if any, to such legislation held)

- Other party records e.g., records held pertaining to other parties such as financial records, correspondences, contractual and transactional records where they may have been provided by other such parties.

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S51(1)(e): REQUEST FOR ACCESS TO RECORDS HELD

A requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

The requester must complete the prescribed form which is attached to this S51 Manual at Annexure A, submit it as well as payment of a request fee and a deposit, if applicable, to Kolok at the postal or physical address, as stated above.

The prescribed form must be filled in with enough detail to at least enable Kolok to identify the record or records requested, to identify the requester, which form of access is required, and if the request is granted, the true and actual postal address or fax number or e-mail of the requester.

A requester must state that he/she requires the information to exercise or protect a right, and clearly state what the nature of the right is to be exercised or protected.

In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.

A requester will be informed in writing whether the request is granted or denied. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally preferably in English or via another party.

The requester must pay the prescribed costs before any processing will take place.

Details regarding costs and deposits, if any, will be provided when the request is form is requested, alternatively, a Requestor may consult the Information Regulator for Fees in Respect of their Request at the details listed above on Page 1.

GROUNDINGS FOR REFUSAL OF ACCESS TO RECORDS

The grounds for Kolok to refuse a request for information, but not necessarily limited to, are detailed in Chapter 4 Clauses 62 to 69 inclusive of the Act.

REMEDIES AVAILABLE IF THE COMPANY REFUSES A REQUEST FOR INFORMATION

As Kolok does not have PAIA internal appeal procedure, the decision made is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and/or the requester is not satisfied with answer/s supplied by Kolok.

A requester or third party that is dissatisfied with Kolok's refusal to disclose information may, within 30 (thirty) days of notification of the decision, apply to a relevant Court for relief.

S51(1)(f): OTHER PRESCRIBED INFORMATION

No other information has been prescribed by the responsible Government Minister.

AVAILABILITY OF THIS MANUAL

A copy of this S51 Manual is available for inspection at the offices of Kolok Head Office at the physical address listed above or at the Information Regulator at their address as stated above.

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REQUEST FOR ACCESS TO INFORMATION FORM

(Promotion of Access to Information Act, 2 of 2000: Chapter 3 clauses 53 to 61 inclusive)

A. Particulars of Person requesting access to the record

- (a) *The particulars of the person who requests access to the records must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full Name 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:

B. 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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C. Particulars of Record to be accessed:

- (a) *Provide full particulars of the record to which access is requested, including the reference number that is known to you, to enable the record to be located.*
- (b) *If the provided space is inadequate, please continue on a separate page and attach it to this form.*
- (c) *Requester must sign all the additional pages and advise Kolok of the additional pages at H below.*

1. Description of the record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of the record:

D. Fees to be paid by a Requester:

- (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 of the request fee.*
- (c) *The fee payable for access to a record depends on the form in which the 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 therefore.*

Reason for exemption of payment of the fee:

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E. Form of Access to the 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 hereunder, state your disability and indicate in which form the record is required.

Disability: _____ _____ _____	Form in which record is required: _____ _____ _____
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Mark the appropriate box / boxes below with an "X"

NOTES:

- (a) *Your indication as to the required form of access depends 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:

<input type="checkbox"/> Copy of record●	<input type="checkbox"/> Inspection of record
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2. If the record consists of visual images:

(This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

<input type="checkbox"/> View the images	<input type="checkbox"/> Copy of the images●	<input type="checkbox"/> Transcription of the images●
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3. If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/> Listen to the soundtrack (Audio cassette)	<input type="checkbox"/> Transcription of soundtrack● (written or printed document)
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4. If the record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/> Printed copy of record	<input type="checkbox"/> Printed copy of information derived from the record	<input type="checkbox"/> Copy in computer readable form● (stiffy disc)
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● If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? If yes, a postal fee is payable.	YES	NO
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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 and record it at H below.

The requester must sign all the additional pages.

Indicate which/ what right is to be exercised or protected:

1. Explain why the requested record is required for the exercising or protection of the aforementioned right:

G. 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 thereof 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?

H. Additional pages being submitted

List with a reference e.g. "Annexure A" each additional page you are submitting.

- I. Post this form and any additional pages per registered post to see above, or hand deliver it to see above or transmit it per facsimile to 011-248-0381

Signed at _____ this _____ day of _____ 202 ..

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