

# MANHAND MATERIALS HANDLING HOLDINGS (PTY) LTD

(Registration number: 1997/007251/07)

and its South African subsidiaries

("MANHAND")

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51  
OF THE PROMOTION OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000  
("THE ACT")

**APPROVED BY**

Chief Executive Officer:



Information Officer:



## INDEX

	Page
1. Introduction	3
2. Contact details	3
3. Guide in terms of Section 10 of the Act [Section 51(1)(b)]	4
4. Notices in terms of Section 52(2) of the Act [Section 51(1)(c)]	4
5. Records available in accordance with other legislation [Section 51(1)(d)]	5
6. Records held by Manhand [Section 51(1)(e)]	6
7. Other information [Section 51(1)(f)]	7
8. Availability of the manual [Section 51(3)]	7
9. Subsidiaries of Manhand	7
10. Details on how to make a request for access to a record/s [Section 51(1)(e)]	8
11. Form of request	8
12. Prescribed fees	9

Annexure A- Form C (Form of Request)

## 1. INTRODUCTION

The manual is to assist potential requestors as to the procedure to be followed when requesting access to information or documents from Manhand as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requestor is advised to contact the information officer should he / she require any assistance in respect of the utilisation of this manual and/or the requesting of documents / information from Manhand.

The following words will bear the following meaning in this manual:-

"the Act"	shall mean the Promotion of Access to Information Act, No.2 of 2000, together with all relevant regulations published;
"Manhand"	shall mean Manhand Materials Handling Holdings (Pty) Ltd and its South African subsidiaries as set out in section 9, on page 7 of this manual;
"the/this manual"	shall mean this manual together with all annexures thereto as available at the offices of Manhand from time to time;
"SAHRC"	shall mean the South African Human Rights Commission.

## 2. CONTACT DETAILS

Name of body:	Manhand Materials Handling Holdings (Pty) Ltd and its South African subsidiaries
Chief Executive Officer:	Dayalan Reddy
The appointed information officer:	Sean Graham
Business Address:	234 Element Road Chloorkop Kempton Park 1619
Postal Address:	PO Box 385 Edenvale 1610
Telephone:	+27 11 976 3053
E-mail:	info@torreindustries.com

### 3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT [Section 51(1)(b)]**

A guide has been compiled by the SAHRC in terms of Section 10 of the Act. It contains information required by a person wishing to exercise any right contemplated by the Act. It is available in all of the official languages.

The guide is available for inspection at, *inter alia*, the offices of the SAHRC at 29 Princess of Wales Terrace, corner of York and St. Andrews Street, Parktown and on its website [www.sahrc.org.za](http://www.sahrc.org.za).

#### **Contact details of the SAHRC:**

PAIA Unit  
The Research and Documentation Department  
Private Bag 2700  
Houghton  
2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

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

At this stage no notices have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

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

Manhand keeps documents and/or information in terms of the following legislations (please note this is not an exhaustive list):

- a) Basic Conditions of Employment Act, No. 75 of 1997
- b) Companies Act, No. 71 of 2008
- c) Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- d) Competition Act, 1998
- e) Consumer Protection Act, No. 68 of 2008
- f) Customs and Excise Act, No. 91 of 1964
- g) Electronic Communications and Transactions Act, No. 2 of 2000
- h) Employment Equity Act, No. 55 of 1998
- i) Income Tax Act, No. 58 of 1962
- j) Labour Relations Act, No. 66 of 1995
- k) National Credit Act, 2005
- l) Occupational Health and Safety Act, No. 85 of 1993
- m) Prevention and Combating of Corrupt Activities, 2004
- n) Promotion of Access to Information Act, No.2 of 2002
- o) Protection of Personal Information Act, 2009
- p) Regulation of Interception of Communication Act, 2009 ("RICA")
- q) Skills Development Act, No. 97 of 1997
- r) Skills Development Levies Act, No. 9 of 1999
- s) Unemployment Insurance Act, No. 63 of 2001
- t) Unemployment Insurance Contributions Act, 2002
- u) Value-Added Tax Act, No. 89 of 1991

## 6. RECORDS HELD BY MANHAND [Section 51(1)(e)]

The Company maintains records, including but not limited to the categories and subject matters outlined below. Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be successful.

All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of the Act. There may be applicable grounds of refusal of such a request, as set out in the Act.

- a) Annual financial statements and accounting records
- b) Asset registers
- c) Board charter, including the terms of reference of the various sub-committees of the Board, minutes of board and committee meetings
- d) Documents of incorporation
- e) Memorandum of Incorporation
- f) Employment equity plan and reports
- g) Human resources policies and procedures
- h) Income tax returns
- i) List of insurance policies held
- j) List of trademarks and pending applications
- k) Personnel records
- l) Records relating to the appointment of directors, auditors, company secretary, public officer, etc.
- m) Rules and regulations relating to pension and provident funds
- n) Employment contracts
- o) Share option scheme rules
- p) Other commercial contracts, customer and supplier lists, marketing material

It is recorded that any and all documents / information requested pertaining to the aforesaid shall always only be made available to a requestor subject to the provisions of the Act. The Company does make certain information freely available to the public in various brochures, press releases, and publications and on its website ([www.torreindustries.com](http://www.torreindustries.com)).

**7. OTHER INFORMATION [Section 51(1)(f)]**

To date the Minister of Justice and Constitutional Development has not published any regulations in terms of Section 51(1)(f) of the Act.

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

8.1 This manual is available for inspection at the registered offices of Manhand, free of charge.

8.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of Manhand.

8.3 The manual can also be accessed on the website of the SAHRC ([www.sahrc.org.za](http://www.sahrc.org.za)) and may be published in the Government Gazette. However, it should be noted that the manual accessible on the website of SAHRC does not include the request forms or fee structure (set out on page 9 and further of this manual). The request forms and fee structure can be obtained on the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the website of the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) (under "regulations").

**9. SUBSIDIARIES OF MANHAND IN SOUTH AFRICA**

<b>Name</b>	<b>Registration number</b>
Manhand SA (Pty) Ltd	2013/158092/07

**10. DETAILS ON HOW TO MAKE A REQUEST FOR ACCESS TO A RECORD/S**  
**[Section 51(1)(e)]**

- a) The requester must complete Form C (attached as Annexure A) and submit this form together with a request fee, to the head of the private body.
- b) The form must be submitted to the head of the private body at his/her address, fax number, or electronic mail address.
- c) The form must:
  - (i) Provide sufficient particulars to enable the head of the private body to identify the record/s requested and to identify the requester;
  - (ii) Indicate which form of access is required;
  - (iii) Specify a postal address or fax number of the requester in the Republic of South Africa;
  - (iv) Identify the right that 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;
  - (v) If in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner; and
  - (vi) If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

**11. FORM OF REQUEST**

Form C is attached as Annexure A of this manual.



## 12. PRESCRIBED FEES

12.1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1,10 for every photocopy of an A4-size page or part thereof.

12.2 The fee for reproduction referred to in regulation 11(1), is as follows:

	R
a) For every photocopy of an A4-size page or part thereof	1,10
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
c) For a copy in a computer-readable form on:	
(i) stiffy disc	7,50
(ii) compact disc	70,00
d) For a transcription of visual images:	
(i) for an A4-size page or part thereof	40,00
(ii) for a copy of visual images	60,00
e) For a transcription of an audio record:	
(i) for an A4-size page or part thereof	20,00
(ii) for a copy of an audio record	30,00

12.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

12.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
a) For every photocopy of an A4-size page or part thereof	1,10
b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0,75
c) For a copy in a computer-readable form on:	
(i) stiffy disc	7,50
(ii) compact disc	70,00
d) For a transcription of visual images:	
(i) for an A4-size page or part thereof	40,00
(ii) for a copy of visual images	60,00
e) For a transcription of an audio record:	
(i) for an A4-size page or part thereof	20,00
(ii) for a copy of an audio record	30,00
f) To search for the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and operation.	

**12. PRESCRIBED FEES (CONTD)**

12.5 For purposes of section 54(2) of the Act, the following applies:

- a) Six hours as the hours to be exceeded before a deposit is payable; and
- b) One third of the access fee is payable as a deposit by the requester.

12.6 The actual postage is payable when a copy of a record must be requested.

## Annexure A – Form C

Request for Access to Record of a Private Body

Section 53 (1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) - Regulation 10

<b>A. Particulars of private body</b>	
The Head: Manhand Materials Handling Holdings (Pty) Ltd	
<b>B. Particulars of person requesting access to the record</b>	
<p>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</p>	
Full names and surname	
Identity number	
Postal address	
Fax number	
Telephone number	
Email address	
Capacity in which request is made, when made on behalf of another person	
<b>C. Particulars of person on whose behalf request is made</b>	
<i>This section must be completed ONLY if a request for information is made on behalf of another person</i>	
Full names and surname	
Identity number	
<b>D. Particulars of record</b>	
<p>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.</p>	
Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of record	
<b>E. Fees</b>	
<p>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.</p>	
Reason for exemption from payment of fees	

<b>F. Form of access to record</b>					
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		
<p><b>Mark the appropriate box with an X</b></p> <p>NOTES:</p> <p>a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>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.</p> <p>c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>					
<b>1. If the record is in written or printed form</b>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record		
<b>2. If the record consists of visual images (this includes photographs, slides, video recordings, computer generated images, sketches, etc.)</b>					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
<b>3. If the record consists of recorded words or information which can be reproduced in sound</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* written or printed document		
<b>4. If record is held on computer or in an electronic or machine-readable form</b>					
<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* (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.				<b>YES</b>	<b>NO</b>
<b>G. Particulars of right to be exercised or protected</b>					
<i>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</i>					
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					
<b>H. Notice of decision regarding request for access</b>					
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 of \_\_\_\_\_ 20\_\_\_\_\_

\_\_\_\_\_  
Signature of Requester/Person on whose behalf request is made