



TFS AFRICA (PTY) LTD

Registration number: 2011/105473/07

PAIA MANUAL

Prepared in accordance with Section 51 of the Promotion of
Access to Information Act, 2 of 2000

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1. INTERPRETATION

- 1.1 Clause headings are used for convenience and shall not be used in the interpretation of this document unless clearly indicated otherwise;
- 1.2 Reference to one gender includes reference to all other genders;
- 1.3 The singular form includes plural and vice versa;
- 1.4 Any reference to Acts, statutes, regulations and/or other legislation shall be a reference to that Act/statute/regulation/legislation and include all amendments and/or substitutions to date;
- 1.5 Business days are to be calculated from a particular day, such particular day shall be excluded and calculation shall commence on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day (First Out Last In);
- 1.6 Days other than business days, months or years shall be a reference to calendar days, months or years, as the case may be;
- 1.7 A conflict in the interpretation of or application of this document and the Act, the Act shall prevail;
- 1.8 "Access Fee" refers to a fee which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester, including but not limited to, where applicable, the request fee, the process fee for reproduction, search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure, including making arrangements to make it available in the requested form;
- 1.9 "Constitution" refers to the Constitution of the Republic of South Africa 108 of 1996;
- 1.10 "Customer" refers to any natural or juristic entity that receives services from TFS Africa (Pty) Ltd;
- 1.11 "Deposit" refers to a fee applicable where preparation of record requested requires more than 6 (six) hours (other than personal requests);
- 1.12 "Personnel" refers to any person who works for, or provides services to, or on behalf of TFS Africa (Pty) Ltd, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of TFSA. This includes, but is not limited to, Directors (executive and non-executive), all permanent, temporary and part-time staff, as well as contract workers;
- 1.13 "POPIA" refers to the Protection of Personal Information Act, Act 4 of 2013;
- 1.14 "Personal Requester" refers to a requester who is seeking access to a record containing personal information about him/her/itself;
- 1.15 "Other Requester" refers to a person that requests access to information on third parties;

- 1.16 "Request Fee" refers to a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable;
- 1.17 "TFSA" refers to TFS Africa (Pty) Ltd;
- 1.18 "The Act" refers to the Promotion of Access to Information Act, Act 2 of 2000;
- 1.19 "This Manual" refers to the whole document together with all annexures, as amended from time to time, according to Legislative requirements;

This document does not purport to be exhaustive of or comprehensively deal with every procedure provided for in the Act. A requester is advised to familiarise his/her/itself with the provisions of the Act before lodging any request with the company.

2. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 2.1 The Act was enacted on 3 February 2000, giving effect to the constitutional right found in Section 32 of the Bill of Rights in the Constitution. This provides for access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 2.2 In terms of section 51 of the Act, all private bodies are required to compile an Information Manual ("PAIA Manual").
- 2.3 Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and / or regulatory requirements, except where the Act expressly provides that the information may be adopted when requesting information from a public or private body.

3. TFS AFRICA (PTY) LTD

- 3.1 TFSA is a specialised forensic investigations firm, capable of servicing all industries. Our success lies in the dedicated work performed by our multidisciplinary team as well as our established relationships with entities such as SAPS, Interpol, the SAPS Specialised Commercial Crimes Unit, the Directorate of Priority Crimes Investigation (DPCI), the Special Investigations Unit (SIU), and the NPA. The specialities of the TFSA team ranges from seasoned investigators, forensic accountants, auditing professionals and forensic technology experts to project managers, legal professionals, research analysts and public procurement specialists.
- 1.2 TFSA company registration number: 2011/105473/07
- 1.3 This Manual is available to view at:

- 3.3.1 TFSA Premises: 38 The Highway, Florida, Roodepoort
- 3.3.2 TFSA Website: <https://forensicservices.co.za/>

4. PURPOSE OF THE PAIA MANUAL

- 4.1 The purpose of this Manual is to promote the right of access to information, and to ensure transparency and accountability within TFS Africa.
- 4.2 This is to provide assistance in the exercising and/or protecting of the requestor's rights.
- 4.3 The Manual provides the processes to be followed in initiating requests.
- 4.4 **Section 9** of the Act recognises that the right to access of information cannot be unlimited and should be subject to justifiable limitations in terms of Section 36 of the Constitution, including, but not limited to:
 - 4.4.1 Limitations aimed at the reasonable protection of privacy;
 - 4.4.2 Commercial confidentiality; and
 - 4.4.3 Effective, efficient and good governance; and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.
- 4.5 This Manual complies with the requirements of guide in section 10 of the Act and recognises that upon commencement of POPIA, that the appointed Information Officer will be responsible for the compliance with the Act and its regulations.

5. COMPANY CONTACT DETAILS [Section 51(1)(a)]

- 5.1 **Directors:**
 - Mr. D Van Heerden (Managing)
 - Mr. T Dlamini
 - Mr. F Baleni
 - Mrs. B. Mazibuko
 - Mr L Coetzee
- 5.2 **Postal Address:** POSTNET Suite 157, Private Bag X1,
Florida Hills, 1716
- 5.3 **Street Address:** 38 The Highway, Florida, Roodepoort, 1738
- 5.4 **Telephone:** 011 472-9872 (Switchboard)
- 5.5 **Website:** <https://forensicservices.co.za>

6. THE INFORMATION OFFICER [Section 51(1)(b)]

- 6.1 TFSA, as a private body, has opted to appoint an Information Officer, as well as a Deputy Information Officer, in terms of Section 51 of the Act.
- 6.2 The Deputy Information Officer is appointed in terms of Section 17 of the Act and Section 56 of POPIA.
- 6.3 The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in POPIA.
- 6.4 The Information Officer will assess requests for access to information as well as to oversee its required functions in terms of the Act. The Information Officer will oversee the functions and responsibilities as required for in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of POPIA.
- 6.5 All request for information in terms of this Act must be addressed to the Information Officer.
- 6.6 Contact Details of the Information Officer :

| <i>Details</i> | <i>Information Officer</i> | <i>Deputy Information Officer</i> |
|----------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Name | Themba Dlamini | Dave van Heerden |
| Address | 38 The Highway, Florida, Roodepoort, 1710 | 38 The Highway, Florida, Roodepoort, 1710 |
| Tel No | 011 472 9872 | 011 472 9872 |
| Email | Themba Dlamini (themba@tfsafrica.co.za) | Dave Van Heerden (dave@tfsafrica.co.za) |

7. GUIDE OF SA HUMAN RIGHTS COMMISSION [Section 51(1) (b)]

- 7.1 The Act provides the requester access to records if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 7.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided.
- 7.3 The forms and tariffs found in Sections 6 and 7 of the Act.
- 7.4 Information for the purposes of exercising the Constitutional Right of access to information can be found in the Section 10 Guide compiled by the South African Human Rights Commission.

7.5 The contact details of the South African Human Rights Commission are:

- 7.5.1 Address: 29 Princess of Wales Terrace, corner of York and St. Andrews Street, Parktown
- 7.5.2 Tel No: 011-877 3600
- 7.5.3 Fax No: 011-403 0625
- 7.5.4 Email: section51.paia@sahrc.org.za
- 7.5.5 Postal Address: Private Bag 2700, Houghton, 2041
- 7.5.6 Website: www.sahrc.org.za

8. APPLICABLE LEGISLATION [Section 51(1) (c)]

- 8.1 Where applicable to its operations, TFSA also retains records and documents in terms of the legislation listed below.
- 8.2 Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these Acts shall be made available for inspection by interested parties in terms of the applicable legislative requirements and internal policies and procedures.
- 8.3 All requests for access must be done in accordance with the Act.
- 8.4 This list is not exhaustive as certain applicable legislation may have been erroneously omitted.
 - 8.4.1 If it comes to our attention that existing/new legislation allows a Requester access on a basis other than as set out in PAIA, we shall update the list accordingly.
 - 8.4.2 If a Requester believes that a right of access to a record exists in terms of other legislation listed above or any other legislation, the Requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.
- 8.5 The accessibility of documents and records may be subject to the grounds of refusal set out in this Manual.
- 8.6 Applicable legislation includes but is not limited to:
 - 8.6.1 Basic Conditions of Employment Act No. 75 of 1997
 - 8.6.2 Broad-Based Black Economic Empowerment Act, Act no 53 of 2003
 - 8.6.3 Businesses Act No. 71 of 1991
 - 8.6.4 Companies Act No. 71 of 2008
 - 8.6.5 Compensation of Occupational Injuries & Diseases Act No. 130 of 1993
 - 8.6.6 Constitution of the Republic of South Africa Act No. 128 of 2008
 - 8.6.7 Copyright Act No. 98 of 1978
 - 8.6.8 Electronic Communications Act No. 36 of 2005

- 8.6.9 Electronic Communications and Transaction Act No. 25 of 2002
- 8.6.10 Employment Equity Act No. 55 of 1998
- 8.6.11 Financial Advisory and Intermediary Services Act No. 37 of 2002
- 8.6.12 Financial Intelligence Centre Act No. 38 of 2001
- 8.6.13 Identification Act No. 68 of 1997
- 8.6.14 Income Tax Act No. 58 of 1962
- 8.6.15 Insolvency Act No. 24 of 1936
- 8.6.16 Intellectual Property Laws Amendment Act No. 38 of 1997
- 8.6.17 Labour Relations Act No. 66 of 1995
- 8.6.18 National Credit Act No. 34 of 2005
- 8.6.19 National Road Traffic Act No. 93 of 1996
- 8.6.20 National Environmental Management Act No. 107 of 1998
- 8.6.21 Occupational Health and Safety Act No. 85 of 1993
- 8.6.22 Patents Act No. 57 of 1978
- 8.6.23 Pension Funds Act No. 24 of 1956
- 8.6.24 Prevention of Organised Crime Act No. 121 of 1998
- 8.6.25 Promotion of Access to Information Act No. 2 of 2000
- 8.6.26 Protection of Personal Information Act No. 4 of 2013
- 8.6.27 Revenue Laws Second Amendment Act. 61 of 2008
- 8.6.28 Skills Development Levies Act No. 9 of 1999
- 8.6.29 Taxation Laws Amendment Act No. 7 of 2010
- 8.6.30 Trademarks Act No. 194 of 1993
- 8.6.31 Transfer Duty Act No. 40 of 1949
- 8.6.32 Uncertified Securities Tax Act No. 31 of 1998
- 8.6.33 Unemployment Contributions Act No. 63 of 2001
- 8.6.34 Unemployment Insurance Act No. 30 of 1966
- 8.6.35 Value Added Tax Act No. 89 of 1991

9. THE LATEST NOTICE IN TERMS OF SECTION 52(2) [Section 51(1)(c)]

- 9.1 No notice has been published as of yet regarding the categories of records that are automatically available without requesting access in terms of Section 52(2) of PAIA

10. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

- 10.1 Records of a public nature, such as those mentioned on the TFSA website and in its various annual reports, may be accessed without the need to submit a formal application.
- 10.2 Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application. An appointment to view such records must be made with the Information Officer.

11. RECORDS AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (Section 51(1)(d))

| SUBJECT | CATEGORIES |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a. Personnel Records | <ul style="list-style-type: none"> a. Personal records provided by personnel. b. Records provided by a third party relating to personnel. c. Conditions of employment and other personnel-related contractual and quasi-legal records. d. Internal evaluation records and other internal records. e. Correspondence relating to personnel. f. Training schedules and material. |
| b. Customer Related Records | <ul style="list-style-type: none"> a. Records provided by a customer to a third party acting for or on behalf of TFSA. b. Records provided by a third party. c. Records generated by or within TFSA relating to its customers, including transactional records. |
| c. Private Body Records | <ul style="list-style-type: none"> a. Financial records. b. Operational records. c. Databases. d. Information Technology. e. Marketing Records |
| d. Internal Correspondence | <ul style="list-style-type: none"> a. Product records. b. Statutory records. c. Internal Policies and Procedures. d. Records held by officials of the institution. |
| e. Other Party Records | <ul style="list-style-type: none"> a. Personnel, customer or private body records which are held by another party, as opposed to the records held by TFSA itself. b. Records held by TFSA pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers. c. TFSA may possess records pertaining to other parties, including without limitation, contractors, |

suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers.
d. Alternatively, such other parties may possess records that can be said to belong to TFSA.

12. FORM OF REQUEST [Section 51 (1) (e)]

To facilitate the processing of your request, kindly fill in the request form as follows:

- 12.1 Use the prescribed form attached hereto as Annexure A. This can also be found at: <https://www.sahrc.org.za/>
- 12.2 Submit the form to Information Officer at the postal/physical address/fax number/e-mail address found under the Information Officer Details in this Manual.
- 12.3 Attach payment of the request fee and, if applicable, deposit, discussed below.
- 12.4 Address your request to the Information Officer, Mr. Themba Dlamini.
- 12.5 Provide sufficient details to enable TFS Africa to identify:
 - 12.5.1 The record(s) requested;
 - 12.5.2 The requester (and if an agent is lodging the request, proof of capacity);
 - 12.5.3 The form of access required;
 - 12.5.4 The postal address or fax number of the requester in the Republic;
- 12.6 If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- 12.7 The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

13. PROCESS OF REQUEST

- 13.1 TFSA will process the request within 30 days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances require the prescribed time period not be complied with.
- 13.2 A written response will be provided within 30 days to the requestor stating whether the request was granted or denied.
- 13.3 If, in addition to the written response, the requester requires the reasons for the decision and in any other format, the requester must state, in writing, which format and particulars required.
- 13.4 The requester must pay the prescribed fee before any further processing takes place.
- 13.5 If all information as listed in this Manual is provided, the process will be suspended until the required information is provided and the prescribed time periods will not commence.

- 13.6 If possible, to protect information prohibited from being disclosed, the Information Officer shall sever a record and grant only access to that portion requested.

14. DEVIATION FROM THE REQUEST PROCESS

- 14.1 Should the following special circumstances arise, the process will be as follows:
- 14.1.1 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer. (Section 53(2)(f)).
 - 14.1.2 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

15. DECISION

- 15.1 Within 30 days of receipt of the request, the TFSA Information Officer will decide whether to grant or decline the request and inform the requester in a written response.
- 15.2 If required, the Information Officer will include reasons in the written reply.
- 15.3 If the request cannot reasonably be fulfilled within the 30-day period, an extension period of up to another 30 days can be utilised.
- 15.4 TFSA will notify the requester in writing should an extension be sought.

16. REFUSAL OF ACCESS TO RECORDS

TFSA, as a private body, has the following grounds to refuse access:

- 16.1 Mandatory protection of the privacy of a third party who is a natural person, a deceased person (Section 63) or a juristic person, which would involve the unreasonable disclosure of personal information of that natural/juristic person;
- 16.2 Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory or contractual agreements, comply with the provisions of the POPI Act;
- 16.3 Mandatory protection of the commercial information of a third party (Section 64), if the record contains:
- 16.3.1 Trade secrets of the third party;
 - 16.3.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;

- 16.3.3 Information disclosed in confidence by a third party to TFSA, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 16.3.4 Mandatory protection of confidential information of third parties (Section 65) if it is protected in terms of any agreement;
- 16.3.5 Mandatory protection of the safety of individuals and the protection of property (Section 66);
- 16.3.6 Mandatory protection of records which would be regarded as privileged in legal proceedings. (Section 67)
- 16.4 The commercial activities (Section 68) of TFSA, which may include:
 - 16.4.1 Trade secrets of TFSA;
 - 16.4.2 Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of TFSA;
 - 16.4.3 Information which, if disclosed, could put TFSA at a disadvantage in negotiations or commercial competition;
 - 16.4.4 A computer program which is owned by TFSA, and which is protected by copyright;
 - 16.4.5 The research information (Section 69) of TFSA or a third party, if its disclosure would disclose the identity of TFSA, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 16.5 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 16.6 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 16.7 If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner and form stipulated by the requester, unless the Information Officer refuses access to such record.

17. REMEDIES AVAILABLE ON REFUSAL OF REQUEST

17.1 Internal Remedies

- 17.1.1 TFSA does not have internal appeal procedures. The decision made by the Information Officer is final.

17.1.2 Requesters will have to exercise external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Information Officer.

17.2 External Remedies

17.2.1 A requester that is dissatisfied with the Information Officer's refusal to disclose information may, within 30 days of notification of the decision, apply to a Court for relief.

17.2.2 A third party dissatisfied with the Information Officer's refusal to grant a request for information may, within 30 days of notification of the decision, apply to a Court for relief.

17.3 For purposes of the Act, the Courts that have jurisdiction over these applications are:

17.3.1 the Constitutional Court;

17.3.2 the High Court or another court of similar status; and

17.3.3 a Magistrate's Court designated by the Minister of Justice and Constitutional Development and which is presided over by a designated Magistrate.

18. ACCESS TO RECORDS HELD BY TFSA

Records held by TFSA may be accessed by requests only once the prerequisite requirements for access have been met, including the payment of prescribed fees.

18.1 Personal Requester

18.1.1 TFSA will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information.

18.1.2 The prescribed fee for reproduction of the information requested will be charged.

18.2 Other Requester

18.2.1 Section 71 requires that the Information Officer take all reasonable steps to inform a third party, to whom the requested record relates, of the request and inform him/her that he/she may make a written or oral representation to the Information Officer as to why the request should be refused or, give written consent for the disclosure of the Information.

19. PRESCRIBED FEES (Section 51(1) (f))

The fee schedule is attached hereto marked as Annexure x and can also be found at www.sahrc.org.za.

19.1 The following applies to requests (other than personal requests):

- 19.1.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed (Section 54(1));
- 19.1.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- 19.1.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 19.1.4 Records may be withheld until the fees have been paid;
- 19.1.5 A requester whose request for access to a record has been granted, must pay an access fee;
- 19.1.6 If a deposit has been paid in respect of a request for access which is refused, the Information Officer concerned must repay the deposit to the requester.

20. FEE STRUCTURE

20.1 The following fee structure will apply:

| <i>FEE</i> | <i>DESCRIPTION</i> | <i>AMOUNT</i> |
|-------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Reproduction fee | Records automatically available for access | Actual fee for reproduction of document listed below |
| Request Fee | Fee to request access to information (other than personal requests) | R50 |
| Access Fee | Fee for granted request | Fees listed below |
| Deposit | Where preparation of record requested requires more than 6 (six) hours (other than personal requests) | 1/3 x access fee |

20.2 Reproduction Fees

| <i>REPRODUCTION</i> | <i>FEE</i> |
|----------------------------------------------------------------------|------------|
| Request fee, payable by every requester | R 140.00 |
| Information in an A4-size page photocopy or part thereof | R 2.00 |
| A printed copy of an A4-size page or part thereof | R 2.00 |
| A copy in computer-readable format: | |
| - flash drive (provided by requester) | R 40.00 |
| - compact disc (provided by requester) | R 40.00 |
| - compact disk (provided by provider) | R 60.00 |
| A transcription of visual images, in an A4-size page or part thereof | outsourced |

| | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| A copy of visual images | outsourced |
| A transcription of an audio record for an A4-size page or part thereof | R 30.00 |
| A copy of an audio record | Same as computer record |
| For each hour or part of an hour (excluding the first hour) reasonably required to search for, and prepare the record for disclosure The search and preparation fee cannot exceed | R 150.00 R 450.00 |
| Deposit: if the search exceeds 6 hours | One-third of the amount per request. It is calculated in terms of items 2 to 8 above |

20.3 ACCESS FEES

| ACCESS | FEE |
|------------------------------------------------------------------------------------------------------------------|-------------------|
| Information in an A4-size page photocopy or part thereof | R 100.00 p/h |
| A printed copy of an A4-size page or part thereof | R 2.00 each |
| A copy in computer-readable format | |
| A transcription of visual images, in an A4-size page or part thereof | |
| A copy of visual images | R 40.00 – R 60.00 |
| A search for a record that must be disclosed *Per hour or part of an hour reasonably required for such search | R500 per hour |
| Where a copy of a record needs to be posted the actual postal fee is payable. | |

20.4 DEPOSITS

| | | |
|---------|---------------------------------------------------------|--------------------------|
| Deposit | Request requires more than 6 (six) hours of preparation | 1/3 x access fee payable |
|---------|---------------------------------------------------------|--------------------------|

21. PAYMENT OF FEES

21.1 The proof of payment of the request fee must be attached to the prescribed request form, which is sent to the Information Officer.

21.2 The Information Officer will collect the request fee of applications received directly via email.

21.3 All fees must be deposited into the following bank account:

Bank: Nedbank Current Account
Account Name: TFS Africa (PTY) Ltd
Account Number: 1020 141 050
Branch Code: 198 765

21.4 All fees are subject to change as allowed for in the Act and the new tariffs may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

22. UPDATING OF THIS MANUAL

This Manual is made available in terms of Regulation Number R.187 of 15 February 2002. TFSA will update this Manual at such intervals as may be deemed necessary.

Prescribed Form C – Request for Access to Record of Private Body.

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]

1. Particulars of private body

The Head:

2. Particulars of person requesting access to the record

- | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2.1 The particulars of the person who requests access to the record must be given below.</p> <p>2.2 The address and/or fax number in the Republic to which the information is to be sent must be given.</p> <p>2.3 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:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

3. Particulars of person on whose behalf request is made

| |
|----------------------------------------------------------------------------------------------------------------------------|
| <p>This section must be completed <i>ONLY</i> if a request for information is made on behalf of <i>another</i> person.</p> |
|----------------------------------------------------------------------------------------------------------------------------|

Full names and surname:

Identity number:

4. Particulars of record

- 4.1 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.
- 4.2 If the provided space is inadequate, please continue on a separate folio and attach it to hits form.
The requester must sign all the additional folios.

- 4.3 Description of record or relevant part of the record:
- 4.4 Reference number, if available:
- 4.5 Any further particulars of record:

5. Fees

- 5.1 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.
- 5.2 You will be *notified* of the amount required to be paid as the request fee.
- 5.3 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.
- 5.4 If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

6. 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 hereunder, state your disability and indicate in which form the record is required.

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Disability: | Form in which record is required |
| Form in which record is required: | |
| <p>Mark the appropriate box with an X.</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> | |

(c) The fee payable for access for 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 |

7. 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:
2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

8. 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..... on this.....day of 20.....

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

This PAIA Manual of TFSA is approved and signed by the Executive Director of TFS Africa (PTY) Ltd.



DE van Heerden

Signed at Florida, on this 12th day of May 2026.