

WOOLWORTHS HOLDINGS LTD

REGISTRATION NUMBER 1929/001986/06

**MANUAL IN TERMS OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000**

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MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

1. **Introduction:**

1.1 **Woolworths Holdings Limited:**

Woolworths Holdings Limited (“Woolworths Holdings”) is a public listed company which conducts retail operations throughout South Africa, through its various subsidiary companies. Woolworths (Pty) Ltd is the primary retail operating company in the Woolworths group.

Woolworths Holdings holds the following local subsidiaries:

- Woolworths (Pty) Ltd
- E-Com Investments 16 (Pty) Ltd
- Woolworths Developments (Pty) Ltd

Woolworths Holdings also holds subsidiary companies abroad, which are not registered in South Africa. Details of all the foreign companies are contained in the Woolworths Holdings Annual Report, which is available at the Woolworths Head Office listed below under Contact Details.

1.2 **Woolworths (Pty) Ltd:**

Woolworths (Pty) Ltd conducts all of the retail operations for the Woolworths Group in South Africa and owns and administers property for the Woolworths Group. The company offers select ranges of apparel, footwear, toiletries, cosmetics, homeware, food and financial services of high quality and outstanding value, under its own brand name.

Woolworths (Pty) Ltd holds the following subsidiary companies:

- Woolworths Financial Services (Pty) Ltd (50% minus 1 share)
- inthebag (Pty) Ltd
- Universal Product Networks (Pty) Ltd
- Woolworths (Namibia) (Pty) Ltd
- Woolworths International (SA) (Pty) Ltd
- Virtual Market Place (Pty) Ltd
- Nedglen Property Developments (Pty) Ltd (30%)

1.2.1 **inthebag (Pty) Ltd:**

inthebag (Pty) Ltd provides e-commerce services for the Woolworths operations, which consists of online contracts with customers for the provision of certain select Woolworths goods. inthebag is also responsible for the sale of corporate wear and cellular telephones.

Registration number : 2000/000225/07

Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001

Postal Address : P O Box 680
Cape Town
8000

Directors : I Moir
NW Thomson

1.2.2 **Universal Product Networks (Pty) Ltd:**

Universal Product Networks conducts the logistical operations of Woolworths, which includes all transportation to and from distribution sites and between Woolworths stores country-wide.

Registration number : 1999/024569/07

Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001

Postal Address : P O Box 680
Cape Town
8000

Directors : I Moir
NW Thomson

1.2.3 **Woolworths International SA (Pty) Ltd:**

Woolworths International SA (Pty) Ltd administers all the Woolworths franchise operations outside of South Africa.

Registration number : 1993/007394/07

Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001

Postal Address : P O Box 680
Cape Town
8000

Directors : I Moir
N W Thomson

1.2.4 **Woolworths Namibia (Pty) Ltd**

Woolworths Namibia (Pty) Ltd carries on the business of a departmental store or stores.

Registration number : 246

Registered Address : c/o L & B Commercial Services
(Pty) Ltd,
3rd Floor, Unit 4, LA Chambers,
Ausspaun Plaza, Dr Augustinho
Nero Road, Windhoek, Namibia

Postal Address : PO Box 85 Windhoek
Namibia

Directors : NW Thomson
I Moir

1.2.5 **Virtual Marketplace (Pty) Ltd**

Virtual Market Place (Pty) Ltd carries on and conducts a fulfilment house, promotional and events co-ordinators and an advertising agency.

Registration number : 1997/016316/07
 Registered Address : Woolworths House
 93 Longmarket Street
 Cape Town
 8001
 Postal Address : P O Box 680
 Cape Town
 8000
 Directors : NW Thomson

2. Contact Details:

Woolworths (Pty) Ltd will deal with all requests made in terms of the Promotion of Information Act relating to any of the Woolworths entities. All requests should be directed to:

Name of Business : Woolworths (Pty) Ltd
 Head of Private Body : Mr Ian Moir
 Information Officer : Cherrie Lowe
 Street Address : Woolworths House
 93 Longmarket Street
 Cape Town
 8001
 Postal Address : P O Box 680
 Cape Town
 8000
 Telephone : +27 21 407 3160
 Fax : +27 21 407 3924
 Email : CherrieLowe@woolworths.co.za
 Website : <http://www.woolworths.co.za>

3. The South African Human Rights Commission Guide to the Act:

3.1 The Act requires the South African Human Rights Commission (SAHRC) to compile a guide to be available in each official language, to assist individuals in understanding how to exercise their rights contained in Act. The guide will describe the objects of the Act and generally how to go about making use of the provisions in the Act.

3.2 To date this guide has not been compiled and the SAHRC is unsure when it will be available. As soon as it is available, it will form part of this manual.

3.3 Any queries regarding this guide can be addressed directly to the SAHRC at:

The South African Human Rights Commission

Private Bag 2700

Houghton

2041

Tel: +27 011 484 8300

Fax: +27011 484 0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

4. Records held in terms of applicable Legislation (Section 51(1)(d)):

All of the Woolworths entities are required by law to keep certain records. These records are enumerated in various Acts of Parliament. Woolworths holds the following records in terms of these Acts of Parliament:

See **Annexure “A”** hereto.

5. Records held as a matter of standard practice (Section 51(1)(e)):

Woolworths and all the Woolworths entities keep certain records in the conduct of their day to day business and as a matter of standard practice and good governance. The following subjects and categories of the records are held by the Woolworths entities identified above:

See **Annexure “B”** hereto.

6. Records which are automatically available without having to make a request in the prescribed form:

6.1 Woolworths in-house brochures, newspapers and newsletters

6.2 Annual Report

6.3 All information contained on the Woolworths website

7. Making a request in terms of the Act:

7.1 The first step in the process is to obtain “Request Form-C”.

7.2 You will be able to get the form together with a list of applicable fees from the head office of Woolworths, indicated in the street address. These fees must be paid before access to a record will be allowed. You will be informed

of the amount of your fees once you have submitted your request. The Minister may exempt certain persons from having to pay the fees referred to in the Act. To date, no such exemptions have been published.

- 7.3 Once you have filled in the form you need to submit it to the Information Officer at the postal address, fax number or electronic mail address listed above.
- 7.4 If the record you have requested exists and allowing access to it does not affect a third party your request will be processed within 30 days.
- 7.5 This period may be extended ONCE for a further 30 days if:
- 7.5.1 the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of Woolworths;
 - 7.5.2 the request requires a search for records in, or collection thereof from, an office of Woolworths not situated in the same town or city as the office of the information officer and this search cannot reasonably be completed within the original 30 days;
 - 7.5.3 consultation among divisions of Woolworths or with another private body is necessary or desirable to decide upon the request and this consultation cannot reasonably be completed within the original period;
 - 7.5.4 more than one of the circumstances contemplated in paragraphs 7.5.1, 7.5.2 and 7.5.3 exist in respect of the request making compliance with the original period not reasonably possible; or
 - 7.5.5 you, as the requester, consent in writing to such extension.

8. Grounds for Refusal:

- 8.1 There are various grounds upon which your request for access to a record may be refused. They are:
- 8.1.1 The protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - 8.1.2 The protection of commercial information of a third party. (For example trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);

- 8.1.3 Refusing access to a record if disclosure would result in the breach of a duty of confidence owed to a third party;
 - 8.1.4 Refusing access to a record if it would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - 8.1.5 Refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived;
 - 8.1.6 Refusing access to a record containing trade secrets, financial or sensitive information or any information that would put Woolworths at a disadvantage in negotiations or prejudice it in commercial competition; and
 - 8.1.7 Refusing access to a record containing information about research being carried out or about to be carried out on behalf of a third party or by Woolworths.
- 8.2 Section 70 of the Act contains an overriding provision. Disclosure is compulsory if it would reveal a substantial contravention of, or failure to comply with the law, or imminent and serious public safety or environmental risk and the public interest in the disclosure of the record clearly outweighs the harm contemplated by its disclosure.
- 8.3 If your request does affect a third party then we will first need to inform the third party within 21 days of us receiving your request. By this we mean that if the record you request affects any third party in any way, that third party will have to be informed that you are requesting access to the above record.
- 8.4 The third party then has 21 days to make representations and/or submissions regarding the granting of access to the record.

9. The Information Officer's Decision and Requester's Recourse:

- 9.1 Once the Information Officer of Woolworths has heard all the submissions, he or she will make a decision as to whether or not access to the record will be granted. You must then be granted access to the record within thirty days of being informed of the decision.
- 9.2 If the Information Officer does not grant you access to the record you are entitled to appeal the decision. You must receive proper reasons as to why the request was refused. You need to lodge your appeal in the High Court.
- 9.3 If the information officer does decide to grant you access to the record, the third party that has been affected has thirty days in which to appeal the decision – also in the High Court. If no appeal is lodged within 30 days, you must be granted access to the record.

10. Other information:

The schedule below outlines the time-periods, which are applicable to this Act. This will enable you to understand the process whereby requests for access to records are considered and the time periods involved.

Section of the Act	Description of activity	Time period
10	The Guide published by the South African Human Rights Commission to assist in the use of this Act must be published.	It is meant to be available from August 2003
51	Preparation of Company Manual	To be available after 28 February 2003
56	Information officer to decide whether to grant request for access to record that does not relate to a third party and notify requestor	Within 30 days after the request has been received
57	Information officer to notify third party of an extension of the 30 day time period with reasons for the extension	Within 30 days of receiving the request (this may only be done once and only for the reasons in this section)
71	Information officer to notify third party of request for access to information that relates to him/her	Within 21 days of request for access to record affecting the third party has been received
71	Third party to give written consent or written/oral submissions to information officer	Within 21 days of being informed by the information officer of the request for access to the record
73	Information officer to make a decision about the granting of access to a record which relates to a third party and notify third party and requestor	30 days after every third party has been informed of the request

Section of the Act	Description of activity	Time period
73	Information officer to give requestor access to the record if a decision has been made to grant access	Within 30 days of notifying requestor of the decision to allow access
74	If access to a record is denied, the requestor has 30 days in which to lodge an application at court to appeal against the refusal	30 days form date of notification by information officer of decision
74	If access to a record which affects a third party is granted, third party may lodge an application to court to appeal decision of information officer within 30 days	Within 30 days of notification by the information officer of the decision
71	If no appeals lodged by third party, information officer must give access to the record	Within 30 days of notification by information officer of third party

This company strives to be a leader in its industry in all fields, including its practical subscription to the guiding principles in our constitution such as transparency and the free flow of information. Should you have any queries regarding the use of this manual, please do not hesitate to contact the information officer or myself.

Ian Moir
Group Chief Executive Officer
Woolworths Holdings Ltd

**PRESCRIBED FEES IN RESPECT OF REQUESTS FOR
INFORMATION**

(Section 51(1)(f))

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.**

2. **The fees for reproduction referred to in regulation 11(1) are as follows:**

(a)	For every photocopy of an A4-size page or part thereof	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c)	For a copy in a computer-readable form on -	
	(i) stiffy disc	R7.50
	(ii) compact disc	R70.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R40.00
	(ii) For a copy of visual images	R60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R20.00
	(ii) For a copy of an audio record	R30.00

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

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

- | | | |
|-----|---|--------|
| (a) | For every photocopy of an A4-size page or part thereof | R1.10 |
| (b) | For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form | R0.75 |
| (c) | For a copy in a computer-readable form on - | |
| | (i) stiffy disc | R7.50 |
| | (ii) compact disc | R70.00 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | R40.00 |
| | (ii) For a copy of visual images | R60.00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | R20.00 |
| | (ii) For a copy of an audio record | R30.00 |
| (f) | To search for and prepare the record for disclosure for each hour or part of an hour reasonably required for such search and preparation. | R30.00 |

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.

6. The actual postage is payable when a copy of a record must be posted to a requester.

Prescribed forms

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]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to record

- (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.*

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.***

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

2. Reference number, if available: _____

3. Any further particulars of record: _____

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 on 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: _____

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

Disability: _____	Form in which record is required: _____

Mark the appropriate box with an X.

NOTES:

- (a) *Compliance with your request 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:	
<input type="checkbox"/> copy of record*	<input type="checkbox"/> 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

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.

7. Indicate which right is to be exercised or protected: _____

8. 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? _____

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

**RECORDS KEPT IN TERMS OF APPLICABLE LEGISLATION
Section 51(1)(d)**

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28. The Foodstuffs and Cosmetics and Disinfectants Act 54 of 1972
29. The Businesses Act 71 of 1991
30. The Patents Act 57 of 1978
31. The Trademarks Act 194 of 1993
32. The Designs Act 195 of 1993

1. **The Companies Act 61 of 1973**

- Certificate of Incorporation
- Certificate of Change of Name (if any)
- Certificate to Commence Business
- Memorandum and Articles of Association
- Minute Book, general and special resolutions passed at any meeting of the shareholders of the company or any class of shareholders
- Register of Allotments – after a person ceased to be a member
- Register of Members
- Register of Directors' shareholdings
- Register of Directors, Company Secretary and public officer Officers
- Branch register
- Annual Financial Statements including:
 - Annual accounts
 - Directors' reports
 - Auditor's reports
- Books of account required by the Act
- Supporting Schedules to books of account and ancillary books of account
- Records showing assets and liabilities, members' contributions, undrawn profits, revaluations of fixed assets and amounts of loans to and from members.
- Dividend and interest payment list
- A register of fixed assets showing in respect thereof the respective dates of any acquisition and the cost thereof, depreciation (if any), and where any assets have been re-valued, the date of the revaluation and the re-valued amount thereof, the respective dates of any disposals and the consideration received in respect thereof.

- Records containing entries from day to day of all cash received and paid out, in sufficient detail to enable the nature of the transactions and, except in the case of cash sales, the names of the parties to the transactions to be identified.
- Records of all goods purchased and sold on credit, and services received and rendered on credit, in sufficient detail to enable the nature of those goods or services and the parties to the transactions to be identified.
- Statements of the annual stocktaking, and records to enable the value of stock at the end of the financial year to be determined.
- Vouchers supporting entries in the accounting records.
- Any other accounting records as are necessary fairly to present the state of affairs and business of the corporation, and to explain the transactions and financial position of the business of the corporation.
- The accounting records relating to —
 - contributions by members;
 - loans to and from members; and
 - payments to members,
- Register of pledges and bonds and fixed assets
- Allotment sheets

2. The Employment Equity Act 55 of 1998

- Employment Equity Plan
- The profile of the workforce within each occupational category and level.
- An analysis of the company's employment policies, practices, procedures and the working environment
- The statement, on the remuneration and benefits received in each occupational category and level of that employer's workforce

3. The Basic Conditions of Employment Act 75 of 1997

- Records of the following:
 - Each employee's name and occupation;

- the time worked by each employee;
- the remuneration paid to each employee; and
- all other records required by the Act.

4. The Labour Relations Act 66 of 1995

- All records required in compliance with any collective agreement; arbitration award; or determination made in terms of the Wage Act
- All records of the prescribed details of any strike, lock-out or protest action involving its employees
- All Disciplinary records
- All other records required in terms of the Act.

5. The Occupational Health and Safety Act 85 of 1993

- A copy of the Occupational Health and Safety Act 85 of 1993
- An incident register certificate of compliance (in respect of electrical installations)
- First aid certificate (which is valid for three years)
- Refrigeration/air conditioning record book
- Good hoist record book
- Lifting machine record book
- Certificate of manufacture for air compressor vessel
- Air compressor vessel record book of inspection and tests

6. Compensation for Occupational Injuries and Diseases Act 130 of 1993

- The register or other record of the earnings and other prescribed particulars of all employees, for example: wages paid, time worked and payment made for piece-work and overtime

7. Broad Based Black Economic Empowerment Act 53 of 2003

- All records required by the

8. The Skills Development Act 97 of 1998

- Annual training report and the annual training plan

9. The Skills Development Levies Act 9 of 1999

- All records required by the Act.

10. The Unemployment Insurance Act 30 of 1966

- Records detailing the contributions by contributors employed by the employer in respect of earnings paid, time worked, payments made for piece work and overtime

11. The Pension Fund Act 24 of 1956

- All records required by the Act.

12. The Income Tax Act 58 of 1962

- All ledgers, cash books, journals, cheque books, bank statements, deposit slips, pay cheques, invoices, stock lists and all other books of account
- Signed copy of annual Financial Statements including annual accounts; directors report; auditor report
- Books of account recording information required by the Companies Act
- Investment schedules and documents
- Invoices – issued and received
- Periodic Financial Reports
- Register of fixed assets
- Stock inventories
- Supporting schedules to books of account
- Taxation returns, schedules and assessments
- Register of mortgages and debentures

13. The Value Added Tax Act 89 of 1991

- Books of account, documents recording the supply of goods to or by the vendor, invoices, tax invoices, credit and debit notes, bank statements, deposit slips, stock lists and paid cheques

14. The Insider Trading Act 135 of 1998

- All records evidencing compliance by the company of the provisions of the Act

15. The National Credit Act 34 of 2005

- All records which may be required by the Act

16. The Customs and Excise Act 91 of 1964

- Bills of entry
- Books of account required by the Act
- Records of the person from whom imported goods were obtained and, if he is the importer or manufacturer or owner, as to the place where the duty due thereon was paid, the date of payment, the particulars of the entry for home consumption and the marks and numbers of the cases, packages, bales and other articles concerned

17. Electronic Communications and Transactions Act 25 of 2002

- All records required by the Act.

18. The Import and Export Control Act 45 of 1963

- All records required by the Act.

19. Competition Act 89 of 1998

- All records required by the Act.

20. General Notice 2219, 31 October 1980 – EXPORT INCENTIVE SCHEME

- Documents evidencing claims for products exported on or after 01/09/1980

21. The Liquor Products Act 60 of 1989

- Import Certificate

22. Regulation of Interception of Communications and Provisions of Communication Related Information Act

- All records required by the Act.

23. The Liquor Act 27 of 1989

- All records of liquor licences in respect of all stores

24. The Trade and Metrology Act 77 of 1973

- All records required by the Act.

25. The Standards Act 29 of 1993

- All records required by the Act.

26. The Merchandise Marks Act 17 of 1941

- All records required by the Act.

27. The Agricultural Products Standards Act 119 of 1990

- All records required by the Act.

28. The Foodstuffs and Cosmetics and Disinfectants Act 54 of 1972

- All records required by the Act.

29. The Businesses Act 71 of 1991

- Licence held in terms of the Act.

30. The Patents Act 57 of 1978

- All records required by the Act.

31. The Trademarks Act 194 of 1993

- All records required by the Act.

32. The Designs Act 195 of 1993

- All records required by the Act.

**RECORDS KEPT AS A MATTER OF GENERAL PRACTICE
Section 51(1)(e)**

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1. Company documents and Legal Records:

- Company policies
- Company directives
- Records of all local subsidiary companies
- Names of Directors
- Operational records
- Trade marks and patents
- Registered designs, including all visual presentations and store designs
- Legal records
- Domain name registration
- Insurance policies

2. Employment Records / Human Resources

- Recruitment records
- Employment contracts
- Service Agreements
- Employment Conditions and Policies
- Confidentiality Agreements
- Restraints of Trade Agreements
- Commission Agreements
- Casual employee records
- Employee records – employment history, health records, third party records provided to the company on its personnel, internal evaluation records,
- Disciplinary records
- CCMA records

- Pension Fund records
- Retirement records
- Remuneration and benefits records
- Medical Aid records
- Agreements with Trade Unions
- Training schedules and material

3. Share Registration Documents

- Allotment letters
- Share Register
- Share Certificates
- Redemption / conversion / discharge forms or endorsed certificates
- Share / stock transfer forms
- Scrip, certificate, warrant or like instrument representing any share, stock of debenture
- Dividend and Interest payment list

4. Property Records

- Title deeds
- Lease agreements
- Contracts in respect of properties

5. Customer Records and Credit Services

- Customer records
- Transaction records
- Sales records
- Suretyship Agreements
- Terms and conditions of purchase

- Debtors information
- Debtors with ITC/Lawyers for collection
- Records which customers have provided to a third party acting for and on behalf of the company

6. Supplier Records

- Contracts with suppliers
- Purchase order information
- Records pertaining to all distribution centres
- Records generated by or within the company pertaining to suppliers including transactional record

7. Product Records

- Fabric test reports
- Garment data Sheet
- Red Seal and Black seal reports
- Product specification records in respect of all food products, including recipes, approved ingredients, final products and standards
- Reports of chemical and micro testing of all food products
- General product testing results
- Records of the costs of goods acquired for resale and the selling price of such goods

8. Franchise Records

- All franchise records pertaining to local and foreign franchises.

9. Communication

- Internal correspondence and memos
- Correspondence to persons outside of the company
- Minutes of meetings

10. Financial and Accounting Records

- Financial records and reports
- Accounting records
- Audit records and reports
- Sundry debtors records
- Company risk and controls profile
- Legal records
- Banking details
- Treasury related records
- Shipping records
- Fraud information

11. Marketing

- Records of competitors
- Marketing and advertising records

12. Information Technology

- Business and data information
- IT Technology capabilities
- Systems and User manuals