

WOOLWORTHS HOLDINGS LTD

REGISTRATION NUMBER 1929/001986/06

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

CONTENTS

1. Introduction
2. Contact details
3. The Guide published by the South African Human Rights Commission
4. Records held in terms of applicable legislation
5. Records held as a matter of standard practice
6. Records which are automatically available without having to make a request in the prescribed form
7. Making a request in terms of the Act
8. Grounds for Refusal
9. The Information Officer's Decision and the Requester's Recourse
10. Other information:
 - Annexures A and B
 - Prescribed fees
 - Prescribed forms

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

I. Introduction:

I.1 **Woolworths Holdings Limited:**

Woolworths Holdings Limited (“Woolworths Holdings”) is a private 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
- iSentials (Pty) Ltd
- Woolworths Computer Services (Pty) Ltd
- Woolworths Finance (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.

I.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 holds the following subsidiary companies:

- Woolworths Financial Services (Pty) Ltd
- inthebag (Pty) Ltd
- Universal Product Networks (Pty) Ltd
- Woolworths (Claremont) Properties Shareblock (Pty) Ltd
- Woolworths Pharmaceuticals (Pty) Ltd (dormant)

- Woolworths Namibia (Pty) Ltd
- Woolworths Lesotho (Pty) Ltd (Dormant)
- Woolworths Swaziland (Pty) Ltd
- Woolworths International SA (Pty) Ltd
- Upfront Investments 132 (Pty) Ltd
- Nationwide Recovery Services (Pty) Ltd
- Virtual Market Place (Pty) Ltd

1.2.1 **Woolworths Financial Services (Pty) Ltd:**

Woolworths Financial Services (Pty) Ltd offers a variety of financial service products. It administers the Woolworths customer accounts, and offers other financial products, including, credit cards and personal loans.

Registration number : 2000/009327/07

Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001

Postal Address : P O Box 680
Cape Town
8000

Directors : NW Thomson
SN Susman
RJD Inskip

1.2.2 **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 : SN Susman
NW Thomson

1.2.3 **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 : NW Thomson
SN Susman

1.2.4 **Woolworths (Claremont) Properties Share Block (Pty) Ltd:**

Woolworths (Claremont) Properties Share Block (Pty) Ltd owns and administers a local property.

Registration number : 1950/038775/07

Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001

Postal Address : P O Box 680
Cape Town
8000

Director : NW Thomson

1.2.5 **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 : S N Susman
N W Thomson

1.2.6 Upfront Investments 132 (Pty) Ltd

Upfront Investments 132 (Pty) Ltd is a wholly owned subsidiary of Woolworths Financial Services (Pty) Ltd through which the credit card is operated.

Registration number : 2000/003242/07
Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001
Postal Address : P O Box 680
Cape Town
8000
Directors : S N Susman
N W Thomson

1.2.7 Nationwide Recovery Services (Pty) Ltd

Nationwide Recovery Services (Pty) Ltd provides and is responsible for debt recovery and collections services.

Registration number : 1997/010435/07
Registered Address : Woolworths House
93 Longmarket Street
Cape Town
8001
Postal Address : P O Box 680
Cape Town
8000
Directors : CL Lowe
SD Ngumeni

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 Simon Susman
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 This guide can be accessed directly from 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.
 - 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.	Is contained in the SAHRC website

Section of the Act	Description of activity	Time period
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
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

Section of the Act	Description of activity	Time period
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.

Simon Susman
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.

I. 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

G. Particulars of right to be exercised or protected

*If the provided space is inadequate, please continue of 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