

THE PROMOTION OF ACCESS TO INFORMATION  
ACT NO. 2 OF 2000 (THE ACT)

PRIVATE BODY MANUAL

Woolworths Holdings Limited



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**MANUAL PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT NO. 2 OF 2000**

**1. Introduction**

This Promotion of Access to Information Act Manual (**Manual**) has been compiled for Woolworths Holdings Limited and the following subsidiaries, and other juristic persons and joint ventures in which it has a direct or indirect interest: Woolworths (Pty) Ltd; E-Com Investments 16 (RF) (Pty) Ltd (**WSA**); Woolworths Developments (RF) (Pty) Ltd; Universal Product Networks (RF) (Pty) Ltd; Virtual Market Place (RF) (Pty) Ltd (**VMP**); Witchery Fashions SA (Pty) Ltd; Country Road Ventures (Pty) Ltd (incorporated in Australia); Woolworths Financial Services (Pty) Ltd (**WFS**); and NowNow Foods (Pty) Ltd (collectively referred to as the “Woolworths Group”).

**2. Woolworths Holdings Limited**

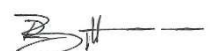
Woolworths Holdings Limited is a public listed company which carries on the business of an investment holding company focusing on the direct or indirect investment in retail operations throughout South Africa, Africa, Australia and New Zealand, through its various subsidiaries and other juristic persons mentioned above.

Head of Private Body	:	Roy Bagattini
Registration number	:	1929/001986/06
Registered Address	:	Woolworths House 93 Longmarket Street Cape Town 8001
Postal Address	:	P O Box 680 Cape Town 8000

**3. Contact details for PAIA requests for all Woolworths Group companies**

All requests made in terms of the Act relating to any Woolworths Group entities as identified in this Manual should be directed to the following Deputy Information Officers who have been appointed to deal with these requests:

WHL Information Officer	Roy Bagattini
WSA Information Officer	Zyda Rylands
WFS Information Officer	Sivi Pillay
Deputy Information Officers:	Viren Jagarnath Gontse Seakamela Anina Potgieter (WFS)



Alistair Purvis (WFS)

Street Address : Woolworths House  
93 Longmarket Street  
Cape Town  
8001

Postal Address : P O Box 680  
Cape Town  
8000

Telephone : +27 21 407 9111

Fax : +27 21 407 2151

Email : [compliance@woolworths.co.za](mailto:compliance@woolworths.co.za) (WSA)  
[privacyrequest@wfs.co.za](mailto:privacyrequest@wfs.co.za) (WFS)

Website : <http://www.woolworthsholdings.co.za>

#### **4. The South African Human Rights Commission Guide to the Act**

- 4.1 The Act grants a requester access to records of a private body, 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.
- 4.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in Sections 6 and 7 of the Act.
- 4.3 Requesters are referred to the Guide in terms of Section 10 of the Act which has been compiled by the South African Human Rights Commission (SHRC), which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.
- 4.4 The contact details of the Commission are:

##### **The South African Human Rights Commission**

Private Bag 2700  
Houghton  
2041

Tel: +27 011 877 3600  
Fax: +27 011 484 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [mnyuswa@sahrc.org.za](mailto:mnyuswa@sahrc.org.za)



**5. Records held in terms of applicable legislation (Section 51(1)(d)) of the Act**

All of the Woolworths Group entities are required by law to keep certain records. These records are enumerated in various Acts of Parliament. The Woolworths Group holds the records in terms of these Acts of Parliament as set out in Annexure "I".

**6. Records held as a matter of standard practice (Section 51(1)(e)) of the Act**

The Woolworths Group keeps certain records in the conduct of day to day business and as a matter of standard practice and good governance. The subjects and categories of the records held by the Woolworths Group identified above are set out in Annexure "II".

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

7.1 Woolworths in-house brochures, newspapers and newsletters;

7.2 Annual Report; and

7.3 All information contained on the Woolworths Holdings Limited website.

**8. Making a request in terms of the Act**

8.1 The first step in the process is to obtain "Request Form C" (as per page 10).

8.2 You are also be able to get the form together with a list of applicable fees from the Head Office of Woolworths Group, indicated in the street address, or via the email address provided above. 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.

8.3 Once you have filled in the form you need to submit it to the Information Officer at the postal address, fax number listed above or electronic mail: [compliance@woolworths.co.za](mailto:compliance@woolworths.co.za) / [privacyrequest@wfs.co.za](mailto:privacyrequest@wfs.co.za)

8.4 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.

8.5 This period may be extended once for a further 30 days if:

8.5.1 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 the Woolworths Group;

8.5.2 the request requires a search for records in, or collection thereof from, an office of the Woolworths Group 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;



- 8.5.3 consultation among divisions of the Woolworths Group 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;
- 8.5.4 more than one of the circumstances contemplated in the prior paragraphs exist in respect of the request making compliance with the original period not reasonably possible; or
- 8.5.5 you, as the requester, consent in writing to such extension.

## **9. Grounds for Refusal**

9.1 There are various grounds upon which your request for access to a record may be refused. They are:

- 9.1.1 the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
- 9.1.2 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);
- 9.1.3 refusing access to a record if disclosure would result in the breach of a duty of confidence owed to a third party;
- 9.1.4 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;
- 9.1.5 refusing access to a record that was produced during legal proceedings, unless that legal privilege has been waived;
- 9.1.6 refusing access to a record containing trade secrets, financial or sensitive information or any information that would put the Woolworths Group at a disadvantage in negotiations or prejudice it in commercial competition;
- 9.1.7 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 the Woolworths Group;
- 9.1.8 S-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; and
- 9.1.9 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.



The third party then has 21 days to make representations and/or submissions regarding the granting of access to the record.

**10. The Information Officer’s Decision and Requester’s Recourse**

- 10.1 Once the Information Officer of the Woolworths Group has heard all the submissions, he or she will make a decision as to whether or not access to the record will be granted. If the request is granted, you will then be granted access to the record within 30 days of being informed of the decision.
- 10.2 If the Information Officer does decide to grant you access to the record but the request affects a third party, the third party that has been affected has 30 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.
- 10.3 If the Information Officer does not grant you access to the record you are entitled to appeal the decision and will need to lodge your appeal in the High Court. You will receive reasons as to why the request was refused.

**11. 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.

Act Section	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.	Available from the SAHRC website since 2014
51	Preparation of Company Manual	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 <b>once</b> 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

Act Section	Description of Activity	Time Period
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 from 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

The Woolworths Group 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 Deputy Information Officers or myself.




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**Mr Roy Enzo Bagattini | Group Chief Executive Officer**  
**Woolworths Holdings Limited**  
**Dated: 28 June 2021**



**Section 51(1)(f) of the Act**

When the request is received by the Information Officer he/she shall by notice require the requester to pay the prescribed request fee, before further processing of the request. The access and reproduction fees payable by a requester are as of date hereof as follows:

- For every photocopy of an A4 size page or part R1,10
- 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
- For a copy in a computer readable form on:
  - compact disc R70,00
  - For a transcription of visual images, for an A4 size page or part thereof R40,00
  - For a copy of visual images R60,00
  - For a transcription of an audio record, for an A4 size page or part thereof R20,00
  - For a copy of an audio record R30,00

To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation The request fee payable by a requester, other than a personal requester, is R50,00.

If a search for the record has been made and the preparation of the record for disclosure, including arrangements to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion of the access fee, which would be payable if the request is granted.

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



**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

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**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: \_\_\_\_\_

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Telephone number: \_\_\_\_\_ Fax 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: \_\_\_\_\_

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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: \_\_\_\_\_

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2. Reference number, if available: \_\_\_\_\_

3. Any further particulars of record: \_\_\_\_\_

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**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: \_\_\_\_\_

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**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
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**2. If record consists of visual images**

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

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
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**3. If record consists of recorded words or information which can be reproduced in sound:**

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

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	YES	NO
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Postage is payable.

**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.*

Indicate which right is to be exercised or protected: \_\_\_\_\_  
\_\_\_\_\_

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 THE REQUEST IS MADE**



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

Where applicable and insofar as the requester complies with the requirements set out in the relevant act, the requester may request information from the Woolworths Group companies which is available in terms of the following legislation, as amended:

- Companies Act No 71 of 2008
- Employment Equity Act No. 55 of 1998
- Basic Conditions of Employment Act No. 75 of 1997
- Labour Relations Act No. 66 of 1995
- Occupational Health and Safety Act No. 85 of 1993
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Broad Based Black Economic Empowerment Act No. 53 of 2003
- Skills Development Act No. 97 of 1998
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 30 of 1966
- Pension Funds Act No. 24 of 1956
- Income Tax Act No. 58 of 1962
- Value Added Tax Act No. 89 of 1991
- National Credit Act No. 34 of 2005
- Electronic Communications and Transactions Act No. 25 of 2002
- Competition Act No. 89 of 1998
- General Notice 2219, 31 October 1980 – Export Incentive Scheme
- The Liquor Products Act No. 60 of 1989
- Regulation of Interception of Communications and Provision of Communication Related Information Amendment Act No. 48 of 2008
- The Liquor Act No. 27 of 1989
- Legal Metrology Act No. 9 of 2014
- Standards Act No. 29 of 1993
- Merchandise Marks Act No. 17 of 1941
- Agricultural Products Standards Act No. 119 of 1990
- Foodstuffs, Cosmetics and Disinfectants Act No. 54 of 1972
- Businesses Act No. 71 of 1991
- Patents Act No. 57 of 1978
- Trademarks Act No. 194 of 1993
- Designs Act No. 195 of 1993
- Consumer Protection Act No. 68 of 2008



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

The subjects and categories of official and/or confidential information on which the private body holds records are as follows:

**1. Company documents and Legal Records**

- Company policies
- Company directives
- Records of all local subsidiaries and other juristic persons in which it has a direct or indirect interest
- Names of Directors
- Operational records
- Trademarks 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 memorandums
  - 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**
  - Marketing and advertising records
- 12. Information Technology**
  - Business and data information
  - IT Technology capabilities
  - Systems and User manuals

