



MERIDIAN GROUP PROPRIETARY LIMITED

(Registration Number: 2003/013518/07)

("Meridian Group")

CMR MERIDIAN PROPRIETARY LIMITED

(Registration Number: 2012/175796/06)

("CMR Meridian")

BORDAX RETAIL SERVICES GAUTENG PROPRIETARY LIMITED

(Registration Number: 2021/703400/07)

("Bordax")

(collectively, "**Meridian**" or "**the Company**")

PAIA MANUAL

prepared and published in accordance with
Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA")

Second Edition

1. Purpose and scope of this Manual

- 1.1. The purpose of this Manual is to provide information to the public regarding the procedure to be followed to request information from the Company for the purpose of exercising or protecting rights.
- 1.2. This Manual applies to, collectively and individually as the context may require, Meridian Group, CMR Meridian and Bordax, each a private company registered in the Republic of South Africa;

2. The Company and Company details [Section 51(1)(a)]

- 2.1. The Company is a merchandising and sales service provider providing services such as brand expansion strategy, sales and merchandising execution, retail and wholesale management, project solutions and business information systems.

2.2. Details:

Type of entity	Private Companies	
Registration numbers:	2003/013518/07 (Meridian Group) 2012/175796/06 (CMR Meridian) 2021/703400/07 (Bordax)	
Postal address	Glass House 1, 309 Umhlanga Rocks Drive Umhlanga Rocks KwaZulu-Natal 4051	
Principal place of business address	Glass House 1 309 Umhlanga Rocks Drive Umhlanga Rocks KwaZulu-Natal 4051	
Telephone number	031 563 6965	
Designated Information Officer	Meridian Group	Dawid du Toit ddutoit@meridiangroup.co.za
	CMR Meridian	Dawid du Toit ddutoit@meridiangroup.co.za
	Bordax	Mike Lambert mlambert@meridiangroup.co.za
Alternative email address	nmseleku@meridiangroup.co.za	
Website	https://meridiangrp.co.za	

3. Availability of this Manual

- 3.1. A copy is published on our website and a copy can be requested from the Company by sending a request for a copy to the Information Officer by email.
- 3.2. This Manual will also be available at the Company's registered office situated at Glass House 1, 309 Umhlanga Rocks Drive, Umhlanga Rocks, KwaZulu-Natal, 4051.

4. Information Regulator

4.1. The Information Regulator's contact particulars are:

Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200 | Toll-free: 0800 017 160

Email (general): enquiries@inforegulator.org.za

Website: <https://inforegulator.org.za>

4.2. Requesters are referred to the Guide in terms of section 10 of PAIA compiled by the Information Regulator (South Africa). The Guide explains how to exercise rights under PAIA and is available in all official languages at no cost. The Guide can be accessed on the Information Regulator's website.

5. Schedule of records (Section 51(1)(d))

5.1. The Company maintains certain records, which include but are not limited to, the categories of information listed below.

5.2. Recording a category or document and/or record in this Manual does not imply that a request for access to such records would be successful. The accessibility of the documents and/or records may be subject to the grounds of refusal.

Employees and personnel:

- Personal records (eg. name, surname, ID, age, employee code, contact details, banking details, etc.)
- Employment contracts
- Employment policies and procedures
- Internal evaluation and disciplinary records
- Occupational Health and Safety
- Training schedules and material
- Personnel files (such as CV's, KPI's, payslips, IRP5's, etc.)

Company secretarial:

- Documents of Incorporation and registration documents
- Shareholders agreement
- Share registers and other statutory reports
- Board meeting minutes
- Shareholder meeting minutes
- Regulatory certificates and records

Client and prospective client related records:

- Client information (such as name, ID number, registration number, physical and registered address, postal address, tax number, VAT number, etc.)
- Client financial records & other information (such as bank account details, financials, product and sales data, etc.)
- Client contact details (such as telephone and cell phone number, fax number and email address)
- Client contracts
- Records generated by or within the Company pertaining to the client

Financial, Banking and Tax Records

- Accounting records, books and documents
- Interim and annual financial reports
- Details of auditors
- Bank facilities and account details
- Security documents
- Bank statements
- Tax returns
- PAYE records
- Skills Development Levies records

Other records (Company related records):

- Marketing records
- Insurance records
- Operational records
- Lease agreements
- Databases
- Information Technology
- Internal correspondence
- Statutory records
- Internal Policies and Procedures
- Supplier and/or service provider information, contracts and records.

6. Applicable legislation [PAIA Section 51(1)(c)]

Where applicable to the Company's business and operations, information is also available in terms of certain provisions of applicable legislation, which include but are not limited to

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Disaster Management Act 57 of 2002
- Electronic Communication and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 4 of 2002
- Value Added Tax Act 89 of 1991

7. Request for access to records

- 7.1. Should a requester wish to request access to a record of any of the above categories of information, the requester must use the form prescribed in terms of PAIA to request access to the record. The form is annexed to this Manual (Form 2).
- 7.2. A request must be made to the Information Officer by email to the email address set forth in paragraph 2.2 of this Manual.
- 7.3. The requester must provide sufficient detail on the request form to enable the Company to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 7.4. The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 7.5. 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 satisfaction of the Company.

8. Fees for requesting access to a record

- 8.1. A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the prescribed request fee before the Company processes the request.
- 8.2. After the Information Officer has made a decision in respect of the request, the requester will be notified in the prescribed form. The form is annexed to this manual (Form 3).
- 8.3. If the request is granted, an additional fee, as prescribed in terms of PAIA, must be paid for the search, reproduction and compilation of the information which has been requested, including copying charges and charges for any time that has exceeded the hours prescribed to search for, reproduce and compile the record for disclosure.

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

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Fax number:

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Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which request is made (when made on behalf of another person)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				
Full names of person on whose behalf request is made (if applicable):				
Identity Number				
Postal Address				

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD (Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
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:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name And Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive(including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

☐

Yes

☐

No

Hours of search		Amount of deposit (calculated on one third of total amount per request)	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer