

MANUAL
OF
CUSTOMER BENEFIT SYSTEMS (PTY) LTD
TRADING AS AGRIBONUS

PREPARED IN ACCORDANCE WITH SECTION 51
OF THE PROMOTION OF ACCESS TO
INFORMATION ACT, NO 2 OF 2000

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1. CONTACT DETAILS

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General information

Name of private body: Customer Benefit Systems (Pty) Ltd
Website: www.agribonus.co.za

2. GUIDE IN TERMS OF SECTION 10 OF THE ACT

A Guide on how to use the Act is available from the South African Human Rights Commission. The guide will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission
at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT)
Postal address: Private Bag X2700, Houghton, 2041
Telephone no: 011 – 484-8300
Fax No: 011 – 484-1360
Website: www.sahrc.org.za
E-mail address: PIAI@sahrc.org.za

3. RECORDS KEPT BY THE AGRIBONUS IN TERMS OF LEGISLATION

Records held in terms of the following laws are kept by AGRIBONUS:

- 3.1 Basic Conditions of Employment Act, no 75 of 1997;
- 3.2 Compensation for Occupational Injuries and Diseases Act, no 130 of 1993;
- 3.3 Employment Equity Act, no 55 of 1998;
- 3.4 Income Tax Act, no 95 of 1967;
- 3.5 Labour Relations Act, no 66 of 1995;
- 3.6 Medical Schemes Act, no 131 of 1998;
- 3.7 Occupational Health and Safety Act, no 85 of 1993;
- 3.8 Pension Funds Act, no 24 of 1956;
- 3.9 Skills Development act, no 97 of 1998;
- 3.10 Skills Development Levies Act, no 9 of 1999;
- 3.11 Tax on Retirement Funds Act, no 38 of 1996;
- 3.12 Trade Marks Act, no 194 of 1993;
- 3.13 Unemployment Insurance Act, no 63 of 2001;
- 3.14 Unemployment Contributions Act, no 4 of 2002;
- 3.15 Value Added Tax Act, no 89 of 1991;
- 3.16 Regional Services Councils Act, no 109 of 1985
- 3.17 Companies Act, no 61 of 1973

4. RECORDS OF AGRIBONUS

The information is classified and grouped according to records relating to the following subjects and categories:

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

- 4.1 Personal records of personnel, Conditions of employment and other personnel-related contractual records, including:
 - 4.1.1 Conditions of service;
 - 4.1.2 Service agreements;
 - 4.1.3 Leave register;
 - 4.1.4 Personal records;
 - 4.1.5 Grievance- and disciplinary procedures;
 - 4.1.6 Rules of medical aid and record of contributions
- 4.2 Financial records, such as:
 - 4.2.1 Budget;
 - 4.2.2 Financial statements;
 - 4.2.3 Bookkeeping records;
 - 4.2.4 Invoices;
 - 4.2.5 Cheques;
 - 4.2.6 Salary packages.
- 4.3 Administrative records, such as:
 - 4.3.1 Agendas and Minutes of meetings;

- 4.3.2 Company register;
- 4.3.3 Contracts;
- 4.3.4 Trade marks;
- 4.3.5 Correspondence.

Access to agendas and minutes is limited to directors and related persons to AGRIBONUS.

Webpage: The information on AgriBonus webpage www.agribonus.co.za is accessible to anyone who has access to the internet.

5. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The main grounds for AGRIBONUS to refuse a request for information relates to the:

- 5.1 mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 5.2 mandatory protection of the commercial information of a third party, if the record contains –
 - 5.2.1 trade secrets of that third party;
 - 5.2.2 financial, commercial scientific or technical information which disclosure could likely cause harm to the financial or commercial interest of that third party;
 - 5.2.3 information disclosed in confidence by a third party to AGRIBONUS, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 5.3 mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 5.4 mandatory protection of the safety of individuals and the protection of property;
- 5.5 mandatory protection of records which would be regarded as privileged in legal proceedings;

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

6. REQUEST PROCEDURE

- 6.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.

- 6.2 The requester must complete the prescribed form, and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as stated in 3 above.
- 6.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify-
 - 6.3.1 The record or records requested;
 - 6.3.2 The identity of the requester;
 - 6.3.3 Which form of access is required, if the request is granted;
 - 6.3.4 The postal address or fax number of the requester.
- 6.4 The requester must state that he or she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 6.5 The requester shall be informed whether access granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, he or she must state the manner and the particulars so required.
- 6.6 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer.
- 6.7 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.

7. ACCESS TO RECORDS HELD BY AGRIBONUS

- 7.1 A requester may only access records held by AGRIBONUS once the prerequisite requirements for access have been met.
- 7.2 A requester is any person making a request for access to a record of AGRIBONUS. There are two types of requesters:
 - 7.2.1 Personal Requester
 - 7.2.1.1 A personal requester is a requester who is seeking access to a record containing personal information about the requester;
 - 7.2.1.2 AGRIBONUS will voluntarily provide the requested information, or give access to any record with regard to the requester's personal

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

7.2.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information on third parties. However, AGRIBONUS is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

8. FEES

The prescribed fees as given in Regulation 11 to the Act will be applicable.

9. AVAILABILITY

- 9.1 This manual is available for inspection at the offices of AGRIBONUS free of charge.
- 9.2 Copies of the manual can be obtained at the offices of AGRIBONUS subject to the payment of the prescribed fees.
- 9.3 A copy is also available on the organisation's website (www.agribonus.co.za) as well as the website of the SAHRC (www.sahrc.org.za) and will also be published in the Government Gazette.
- 9.4 The copies available on the SAHRC web page as well as the Government Gazette do not include the prescribed forms and fee structure. The forms and fee structure can be obtained from the SAHRC website (www.sahrc.org.za) or the website of the Department of Justice and Constitutional Development (www.dol.gov.za) under regulations.