




Corporate

RFG HOLDINGS LTD


	Document No: RFG_CORP_PP_23	Amendment No: 01
	Subject: PAIA MANUAL	Page 1
		Effective Date: 1 June 2021
Authorised by:	Chairperson of the Audit, Risk and Information Technology Committee	Signature:
Authorised by:	Chief Executive Officer	Signature:

MANUAL MADE IN TERMS OF
SECTION 51 OF
THE PROMOTION OF ACCESS TO
INFORMATION ACT 2 OF 2002 ("the Act")

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1 Background and Introduction

Rhodes Food Group (RFG) is an internationally recognised producer of convenience meal solutions for customers throughout South Africa, sub-Saharan Africa and in major global markets.


Based in Groot Drakenstein in the Western Cape, South Africa, RFG has a well-capitalised production base comprising 14 manufacturing facilities across South Africa and a fruit processing facility in Eswatini (formerly Swaziland). All operations are well-located close to sources of raw materials and end markets.

The product range includes canned fruit, jam, vegetable and meat products, bottled salads, fruit juices, fruit purees and concentrates, dry packed foods, fresh and frozen ready meals, pastry-based products and dairy products.

RFG acknowledges its responsibility to comply with the directives of The Constitution of the Republic of South Africa and national legislation.

This manual was compiled in accordance with the Promotion of Access to Information Act (PAIA) No. 2 of 2000 and to address the requirements of the Protection of Personal Information Act (POPIA) No. 4 of 2013.

As per Section 51 of POPIA, RFG as a private body must compile a PAIA manual containing information related to the records that RFG holds and provide information related to the process for requesting information that is not publicly available.

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2 Company Contact Details

Any request for information or documents made in terms of this manual or the Act should be directed to RFG's Information Officer, the contact details of whom are as follows:

Name: Bernadette Lakey
 Physical Address: Pniel Road
 Groot Drakenstein
 Western Cape
 7680
 Postal Address: Private Bag X3040, Paarl, 7620
 Email Address: bernadette.lakey@RFG.com
 Phone Number: 021 870 4000
 Fax Number: 021 874 2003
 Website: <https://www.rfg.com/>


3 Purpose of The Manual

This manual has been compiled and published in accordance with the provisions of the Promotion of Access to Information Act (PAIA) No. 2 of 2000. The purpose of the Act is "to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith".

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.

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 paragraphs 6 and 7 of the Act.

Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

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The contact details of the Commission are:


Postal Address: Private Bag 2700, Houghton, 2041
 Telephone Number: +27 11 877 3600
 Fax Number: +27 11 403 0625
 Website: www.sahrc.org.za

4 Categories of Records Held by RFG Holdings Limited

In terms of section 51(1)(c) of the Act, the following are examples of records which is freely available for access to the public. Such information may be subject to third party access fees (such as fees charged by the Companies and Intellectual Property Commission), however, they are not subject to the request procedure and fees prescribed by the Act and the South African Human Rights Commission, respectively:

Record Type	Examples	Available
Public	<ul style="list-style-type: none"> Product Information; The identities of the directors of RFG; Media releases; Other information that is freely available on the RFG website. 	<ul style="list-style-type: none"> Publicly available on the website: www.rfg.com.
Financial	<ul style="list-style-type: none"> Financial information, such as published annual financial statements. 	<ul style="list-style-type: none"> Publicly available on the website: www.rfg.com.

Note: The above is not an exhaustive list.


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5 Requests Made in Terms of Other Legislation

In terms of section 51(1)(d) of the Act, a request may be made for records permitted under legislation other than the Act. The following is a list of legislation in terms of which the public may request access to certain records:

- a. Companies Act No 61 of 1973;
- b. Employment Equity Act No 55 of 1998;
- c. Income Tax Act No 95 of 1967;
- d. Labour Relations Act No 66 of 1995;
- e. Value Added Tax Act No 89 of 1991;
- f. Basic Conditions of Employment Act No 75 of 1997;
- g. Electronic Communications and Transactions Act No 25 of 2002;
- h. Unemployment Insurance Act No 30 of 1996;
- i. Compensation for Occupational Injuries and Diseases Act 130 of 1993;
- j. Skills Development Levies Act 9 of 1999;
- k. Consumer Protection Act 2008;
- l. Copyright Act No 98 of 1978;
- m. Promotion of Access of Information Act No 2 of 2000.

Note: The above is not an exhaustive list.

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6 Request Process


A request for any records that are not publicly available held by RFG must be addressed to the Information Officer, accompanied by the relevant fully completed form to be downloaded from the following website address, https://www.justice.gov.za/forms/form_paia.htm.

a. Requests must contain sufficient detail to enable RFG to successfully provide the requested information, as outlined below :

- Clearly describe the record(s) requested;
- Specify why the record is required;
- Specify requester details (and if an agent is lodging the request, proof of capacity);
- Specify the form of access required;
- Specify the postal address or fax number of the requester in the Republic;
- Specify if the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
- Specify the right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

b. The request must be sent to:

Name: Bernadette Lakey
Physical Address: Pniel Road
Groot Drakenstein
Western Cape
7680
Postal Address: Private Bag X3040, Paarl, 7620
Email Address: bernadette.lakey@RFG.com

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7 Refusal of Access to Requested Information

RFG has the right to refuse a request for information due to the following:


- a. If request:
 - Will lead to infringement of any laws, regulations or contractual agreements;
 - Will lead to disclosure of trade secrets;
 - Would financially or reputationally harm RFG.
- b. All requests will be assessed in accordance with the applicable legal and legislative principals, if the request does not meet these principles access will be refused;
- c. If the request recorded cannot be obtained and shared, the Information Officer will notify the requestor;

8 Prescribed Fee

The below applies to all requests:

- A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- Records may be withheld until the fees have been paid.

Note: The fee structure is contained in Annexure A.

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9 Annexure

9.1 Annexure A – Fee Structure

The updated fee structure can be found on the following websites:

- South African Human Rights Commission: www.sahrg.org.za
- Department of Justice and Constitutional Development: www.doj.gov

Description	Fee
Access Fees for Reproduction	
Copy per A4 Page	R1.10
Printing per A4 page	R0.75
Copy on a CD	R70.00
Transcription of visual images per A4 page	R40.00
Copy of a visual image	R60.00
Transcription of an audio recording per A4 page	R20.00
Copy of an audio recording	R30.00
Copy of computer memory stick	R07.50
Times reasonably spent to locate a record and preparation for the disclosure or part thereof	R 30.00 per hour
Request Fees	
Access to a record containing personal information of the requestor	Free
Any other access to a record as a public body made by a requestor and another person other than the requestor	R50.00

9.2 Payment Details

ACCOUNT NAME: RHODES FOOD GROUP HOLDINGS LTD
 BANK: NEDBANK
 BRANCH CODE: 118 602
 ACCOUNT NUMBER: 102 972 8364
 REFERENCE: SURNAME – PAIA

Forward proof of payment together with request to Bernadette.Lakey@rfg.com