



MANUAL

OF

**TIGER WHEEL & TYRE A DIVISION OF TIAUTO
(PROPRIETARY) LIMITED
("TWT")**

In terms of
Section 51 of the Promotion of Access to Information Act
("the Act")

THE PURPOSE

The purpose of this document is to serve as the Manual of Tiger Wheel & Tyre a division of TiAuto (Pty) Limited as required in terms of the Act, and to provide a reference as to the records held and the procedures that need to be followed to request access to such records.

TABLE OF CONTENTS

		Page
	Preamble	3
	Introduction	3
Section A	Particulars in terms of section 51 of the Promotion of Access to Information Act.	4
	1. Contact details	4
Section B	The section 10 Guide on how to use the Act	5
Section C	Information available in terms of the Act	6 - 9
	1. Categories of Information	6 - 9
	2. Procedure for requesting access to the above information.	9
Section D	Information available in terms of other legislation	10
Section E	Information automatically available	11
Section F	Other information as may be prescribed	11
Section G	Availability of the Manual	11
Annexure "A"	Form C – Request for access to record of private body	12 - 15
Annexure "B"	An explanatory note on fees to be charged by a private body when granting a request for Access to Information in terms of the Promotion to Access to Information Act, 2000.	16 - 17

PREAMBLE

The Promotion of Access to Information Act No. 2 of 2000, came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

INTRODUCTION TO OUR COMPANY

Tiger Wheel & Tyre a division of TiAuto (Pty) Limited ("TWT") consists of 36 stores nationwide and 19 franchises.

TWT focuses on the niche retailing of alloy wheels and passenger tyres and each store utilises the most advanced balancing and alignment equipment, incorporating the latest technology, to compliment their clean and functional workshops.

All TWT staff are trained in technical, financial, marketing and business administration. Staff complete a customer care service programme to ensure that the groups' basic philosophy of "first time service excellence" is practised.

We as a private body have compiled this manual, not only to comply with the provisions of the Act, but also to foster a culture of transparency and accountability in our environment and to ensure that members of the public have effective access to information in our possession which will assist them in the exercise and protection of their rights. Inside these pages you will be able to view the categories of information which we possess dependent on which of these categories are applicable to the entity in question. You will also be shown the correct procedure to follow should you require access to any of this information.

A copy of this manual is also available on our website <http://twt.to>.

SECTION A

PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

Contact details

Full name of the entity:	Tiger Wheel & Tyre a division of TiAuto (Pty) Limited
Registration Number:	2007/031311/07
Head of the entity:	Keith William Rivers – Managing Director
Designated Information Officer:	Peter Chambers
Email address of Information Officer:	peterc@tw.t.to
Postal address:	P O Box 7007 Halfway House Midrand Gauteng 1685 South Africa
Street Address:	Cnr Old Pretoria and K101 Roads Halfway House Midrand Gauteng 1685 South Africa
Telephone number:	+27 11 256 4040
Fax number:	+27 11 256 4041/2
Website:	http://www.tw.t.to

SECTION B

THE OFFICIAL GUIDE

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of the Act.

The Guide will contain the following information:

1. The objects of the Act;
2. Particulars of the Information Officer of every public body;
3. Particulars of every private body as are practicable;
4. The manner and form of a request for access to information held by a body;
5. Assistance available from both the information officers and the Human Rights Commission in terms of this Act;
6. All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application;
7. Schedules of fees to be paid in relation to requests for access to information;
8. Regulations made in terms of the Act.

Copies of this Guide will be available as soon as it is published by the SAHRC. Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
PAIA Unit
Research and Development Department
Private Bag 2700
Houghton
2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

SECTION C

INFORMATION AVAILABLE IN TERMS OF THE ACT

It is important to note that access to any information is not automatic – you must identify the right you are seeking to exercise or protect and explain why the information you request is required for the exercise or protection of that right.

1. **Categories of Information**

Where applicable to the Company, we hold the following categories of information.

A. Statutory records – all companies

Memorandum of association
Articles of association
Certificate of incorporation
Certificate to commence business
Register of directors
Form CM9 – change of name
Form CM11 – increase in authorised capital
Form CM15 – allotment of shares
Form CM19 – redemption of preference shares
Form CM22 – registered office
Form CM25 – waive period of notice of meeting
Form CM26 – special resolutions
Form CM27 – consent to act as a director
Form CM29 – directors and officers
Form CM31 – appointment / resignation of auditors
Form CM32 – change of year end
Minute book as well as resolutions passed at general meetings

B. Financial records

Annual Financial Statements including:

- a) Annual accounts,
- b) Directors' reports,
- c) Auditors' reports.

C. Corporate communications

Press releases
Staff magazine

D. Statutory employee records

- a) Employees' names and occupations,
- b) Time worked by each employee,
- c) Remuneration paid to each employee,
- d) Date of birth of each employee,
- e) Salary and wages register,
- f) Clocking attendance register,
- g) Employment equity plan,
- h) Records of foreign employees,
- i) Collective agreements,
- j) Arbitration awards,
- k) Determinations made in terms of the Wage Act,
- l) Records of strikes, lockouts or protest action,
- m) Industrial training records,
- n) Staff records (after date of employment ceases),
- o) Expense accounts,
- p) Company tax submissions.

E. Other Employee Records

- a) Employee contracts,
- b) Incentive schemes,
- c) Staff loan schemes,
- d) Study assistance schemes,
- e) Maternity leave policy,
- f) Housing scheme,
- g) Disability scheme,
- h) Funeral insurance scheme,
- i) Group personal accident,
- j) Group life,
- k) Loan schemes,
- l) Employee staff accounts,
- m) Code of conduct

F. Pension and Retirement Funding Records

- a) Pension Fund rules,
- b) Minutes of meetings of trustees and members,
- c) Contribution reports,
- d) Annual accounts.

G. Environmental Health and Safety

Where relevant, the companies within our Group hold various categories of information pertaining to our policies and procedures in respect of health and safety, both in respect of the environment and in the workplace. This may include information on safety management systems, general hygiene programmes, environmental impact assessments, environmental management programs and employee public health emergency action plans.

H. Fixed Property

- a) Title deeds,
- b) Leases,
- c) Building plans,
- d) Mortgage bonds or other encumbrances to fixed property.

I. Movable Property

- a) Asset register,
- b) Finance and lease agreements.

J. Intellectual property

- a) List of trademarks and registration numbers.

K. Agreements and Contracts

- a) Material agreements concerning provision of services or materials,
- b) Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements,
- c) Agreements with shareholders, officers or directors,
- d) Acquisition or disposal documentation,
- e) Agreements with contractors and suppliers,
- f) Agreements with customers,
- g) Warranty agreements,
- h) Sale agreements,
- i) Distributor, franchise or agency agreements,
- j) Restraint agreements,
- k) Agreements with government agencies,
- l) Purchase or lease agreements.

L. Taxation

- a) Copies of all Income Tax returns and other tax returns and documents.

M. Legal

- a) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation,
- b) Settlement agreements,
- c) Material licences, permits and authorisations.

N. Insurance

- a) Insurance policies,
- b) Claims records,
- c) Details of insurance coverage's, limits and insurers.

O. Information Technology

- a) Operating systems,
- b) Software packages,
- c) Licenses.

2. Procedure for requesting access to the above information

If you wish to request access to any of the above categories of information, you are required to complete a request form as set out in annexure "A" hereto. These forms are available from:

- a) Our information officer (whose contact details are in section A of this manual);
- b) The SAHRC website (www.sahrc.org.za);
- c) The Department of Justice and Constitutional Development website (www.doj.gov.za).

There is a prescribed fee (payable in advance) for requesting and accessing information in terms of the Act. Details of these fees are contained in the request form.

You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges.

SECTION D

INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Records are available in accordance with the following current South African legislation (only to the extent that the relevant Act makes disclosure of records compulsory):

1. Arbitration Act No. 42 of 1965
2. Basic Conditions of Employment No. 75 of 1997
3. Companies Act No. 61 of 1973
4. Compensation for Occupational Injuries and Health Diseases Act No.130 of 1993
5. Competition Act No. 75 of 1980
6. Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
7. Copyright Act No. 98 of 1978
8. Customs and Excise Act No. 91 of 1964
9. Credit Agreements Act No. 75 of 1980
10. Currency and Exchanges Act No. 9 of 1933
11. Debtor Collectors Act No. 114 of 1998
12. Employment Equity Act No. 55 of 1998
13. Financial Intelligence Centre Act No. 38 of 2001
14. Harmful Business Practices Act No. 23 of 1999
15. Income Tax Act No. 95 of 1967
16. Insider trading Act No. 135 of 1998
17. Insolvency Act No. 24 of 1936
18. Intellectual Property Laws Amendments Act No. 38 of 1997
19. Labour Relations Act No. 66 of 1995
20. Machinery and Occupational Safety Act No. 6 of 1983
21. Occupational Health & Safety Act No. 85 of 1993
22. Pension Funds Act No. 24 of 1956
23. Skills Development Levies Act No. 9 of 1999
24. Skills Development Act No. 97 of 1998
25. Stamp Duties Act No. 77 of 1968
26. Stock Exchange Control Act No. 1 of 1985
27. Trade Marks Act No. 194 of 1993
28. Transfer Duty Act No. 40 of 1949
29. Unemployment Contributions Act No. 4 of 2002
30. Unemployment Insurance Act No. 63 of 2001
31. Usury Act No 73 of 1968
32. Value Added Tax Act No. 89 of 1991

SECTION E

INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying. In other words you do not need to request this information in terms of the Promotion of Access to Information Act.

Request forms for these categories of information are also available from our information officer, whose contact details appear in section A of this manual.

1. Newsletters
2. Booklets
3. Pamphlets / Brochures
4. Interim and Annual results
5. Other literature intended for public viewing.

SECTION F

OTHER INFORMATION AS MAY BE PRESCRIBED

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

SECTION G

AVAILABILITY OF THE MANUAL

This manual is also available for inspection during office hours at the registered office of Tiger Wheels Limited free of charge. Copies are available from the SAHRC and on our website <http://www.twt.to>

ANNEXURE “A”

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 the 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 of 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.

1. 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*	
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 on a separate folio and attach it to this form. **The requester must sign all the additional folios.***

1. Indicate which right is to be exercised or protected:
 -
 -
 -
 -
 -
 -
 -
2. 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 of20.....

.....
SIGNATURE OF REQUESTER/PERSON ON WHOSE BEHALF
REQUEST IS MADE

ANNEXURE “B”

AN EXPLANATORY NOTE ON FEES TO BE CHARGED BY A PRIVATE BODY WHEN GRANTING A REQUEST FOR ACCESS TO INFORMATION IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000.

The fees chargeable by private bodies are contained in Part III of Annexure “A” of the Regulations. A copy of Part III is attached for your convenience. The present charges are as follows:

1. Copies of a manual

Should an individual require a copy of the private body's manual, a fee of R1,10 is chargeable for every photocopy of an A4 page or part thereof.

2. Reproduction fees¹

Reproduction fees apply to obtaining copies or transcriptions of information which is automatically available from the private body. The fees are listed in paragraph 2 of Part III of Annexure “A” to the Regulations.

3. Access fees²

Access fees are chargeable for copies or transcriptions of information requested under this Act. The fees are listed in paragraph 4 of Part III of Annexure “A” to the Regulations.

4. Other fees

- 4.1 A request fee³ of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester. See paragraph 6 of Part 1 of this Work.
- 4.2 A search fee⁴ may be charged at a rate of R30,00 per hour or part thereof for searching and preparing the record for disclosure provided such time was reasonably required for that purpose.
- 4.3 If the request is not limited to records containing information which is personal to the requester and if the head of the private body is of the opinion that the time taken to give effect to the request will exceed six hours the requester can be called upon to pay a deposit of not more than one third of an estimate of the access fee which will become payable.⁵
- 4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

¹ Section 52(3) and Regulation 1(1).

² Section 54(7) and Regulation 11(3).

³ Section 54(1) and Regulation 11(2).

⁴ Annexure “A”, Part III, Item 4(1)(f).

⁵ Section 54(2).

PART III
FEES IN RESPECT OF PRIVATE BODIES

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:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.....	0,75
(c) For a copy in a computer-readable form on—	
(i) stifty disc.....	7,50
(ii) compact disc.....	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof.....	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

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:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form.....	0,75
(c) For a copy in a computer-readable form on—	
(i) stifty disc.....	7,50
(ii) compact disc.....	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) 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.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	