

MANELI FOODS (PTY) LTD

Company Registration No: 2016/033862/07

# PAIA MANUAL

Prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000

## **Use and Distribution:**

The contents of this document should only be used for and by **Maneli Foods (Pty) Ltd** and may not be distributed unlawfully. Older versions are not deemed official. Only the latest version is acceptable.

Effective date: 26 September 2026

## 1. INTRODUCTION

- 1.1. This Promotion of Access to Information Manual (the "Manual") of Maneli Foods (Pty) Ltd (the "Company") is prepared in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"), as amended, and should be read with the Protection of Personal Information Act 4 of 2013 ("POPIA").
- 1.2. PAIA gives effect to section 32 of the Constitution of the Republic of South Africa, 1996, which recognises the right of access to information. In relation to a private body, access may be requested where a record is required for the exercise or protection of a right, subject to PAIA and its grounds for refusal.
- 1.3. POPIA also gives data subjects rights of access to personal information held by a responsible party. This Manual explains the records held by the Company, how to request access, and the contact details of the person responsible for dealing with requests.

## 2. PURPOSE

- 2.1. The purpose of this Manual is to help a person request access to records held by the Company, including records that contain personal information, and to explain the procedures, fees and remedies that may apply.
- 2.2. A requester should read PAIA, the regulations made under PAIA and the Information Regulator's Guide before submitting a request. Where this Manual does not address a matter, the applicable legislation and regulations prevail.
- 2.3. The Company will assess every request in accordance with PAIA. Access is not automatic and may be granted, partly granted or refused on a ground permitted by PAIA. Records supplied by the Company may be used only for lawful purposes.

## 3. COMPANY OVERVIEW

- 3.1. The Company is a private company incorporated in South Africa under registration number 2016/033862/07.
- 3.2. Maneli Foods operates from 21 Imvubu Road, Sebenza, Gauteng, and conducts food production, processing, commercial frozen-storage and wholesale food activities.
- 3.3. Its current operations include commercial frozen-storage rental and the wholesale supply of frozen chicken and pork offal to trade customers.

## 4. REQUIREMENTS IN TERMS OF PAIA

### 4.1. CONTACT DETAILS OF INFORMATION OFFICER

|                     |                                           |
|---------------------|-------------------------------------------|
| Information Officer | Nhlanhla Dlamini                          |
| Email Address       | staff@manelifoods.com                     |
| Postal Address      | 21 Imvubu Road,<br>Sebenza, 1609, Gauteng |
| Street Address      | 21 Imvubu Road,<br>Sebenza, 1609, Gauteng |
| Contact Number      | +27 (0)11 609 1328                        |

### 4.2. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 4.2.1. The Information Regulator has published a Guide explaining how to exercise rights under PAIA and POPIA. The Guide can be requested from the Company's Information Officer or obtained from the Information Regulator's website at <https://inforegulator.org.za/paia/>.

#### **4.3. RECORDS AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**

- 4.3.1. The following records are available without a formal PAIA request, where published or otherwise made available by the Company: this Manual and the prescribed PAIA forms; the Company's privacy and cookie policies; general information about the Company, its services and products; and public contact information. Other records generally require a request in the prescribed form.

#### **4.4. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION**

- 4.4.1. The Company keeps records in accordance with the following legislation, as amended, to the extent that each law applies to its operations:
- Basic Conditions of Employment Act 75 of 1997
  - Companies Act 71 of 2008
  - Compensation for Occupational Injuries and Diseases Act 130 of 1993
  - Consumer Protection Act 68 of 2008
  - Electronic Communications and Transactions Act 25 of 2002
  - Employment Equity Act 55 of 1998
  - Foodstuffs, Cosmetics and Disinfectants Act 54 of 1972
  - Income Tax Act 58 of 1962
  - Labour Relations Act 66 of 1995
  - Meat Safety Act 40 of 2000
  - Occupational Health and Safety Act 85 of 1993
  - Promotion of Access to Information Act 2 of 2000 and Protection of Personal Information Act 4 of 2013
  - Skills Development Act 97 of 1998, Unemployment Insurance Act 63 of 2001 and Value-Added Tax Act 89 of 1991
- 4.4.2. Records kept under the legislation listed above will be made available only to a person who is entitled to access them under the relevant law. Any other request must be made in accordance with PAIA and this Manual.
- 4.4.3. This list is not exhaustive. If a requester relies on a right of access created by legislation other than PAIA, the requester should identify that legislation and explain the basis of the request.

#### **4.5. CATEGORIES OF RECORDS HELD BY THE COMPANY**

- 4.5.1. The Company typically holds corporate and statutory records; governance and shareholder records; accounting, banking and tax records; customer, supplier, contractor and commercial records; quotations, orders, invoices and delivery records; cold-storage, stock, handling and logistics records; product, traceability, food-safety, quality, audit and certification records; human-resources and payroll records; occupational health and safety records; information-technology and security records; and records relating to PAIA and POPIA compliance.

#### **4.6. PROCESSING OF PERSONAL INFORMATION**

The Company processes personal information in the ordinary course of its business as follows:

- 4.6.1. **Categories of data subjects and personal information:** the Company may process personal information relating to employees and job applicants; customers and their representatives; suppliers, service providers and contractors; directors and shareholders; visitors; website users; and other business contacts. This may include contact, identification, employment, financial, transactional, access-control, security and communications information.

- 4.6.2. **Purpose of processing:** personal information may be processed to manage customer, supplier, contractor and employment relationships; provide storage, wholesale, handling and delivery services; process orders, quotations, payments and accounts; maintain food-safety, quality, traceability and security records; communicate with stakeholders; and comply with legal, regulatory and contractual obligations.
- 4.6.3. **Recipients of personal information:** where necessary and lawful, information may be shared with professional advisers, auditors, banks, insurers, information-technology and cloud-service providers, logistics providers, customers, suppliers, regulators, law-enforcement bodies and other authorised persons.
- 4.6.4. **Cross-border transfers:** where a service provider or recipient processes personal information outside South Africa, the Company will make the transfer only in accordance with POPIA, including section 72 where applicable.
- 4.6.5. **Security safeguards:** the Company applies reasonable technical and organisational measures appropriate to the nature of the information to protect it against loss, damage, unauthorised access, interference, modification, destruction or unlawful processing.

#### 4.7. CONTACT DETAILS OF THE INFORMATION REGULATOR

- 4.7.1. Requesters, third parties and data subjects may contact the Information Regulator, which is responsible for monitoring and enforcing PAIA and POPIA, at:

Physical address: Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Postal address: P.O. Box 31533, Braamfontein,

Johannesburg, 2017

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

Email: [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za) | PAIA complaints: [PAIAComplaints@inforegulator.org.za](mailto:PAIAComplaints@inforegulator.org.za)

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

### 5. ACCESS TO RECORDS AND REQUEST PROCEDURES

#### 5.1. INTRODUCTION

- 5.1.1. Access to records held by the Company is not automatic. A request may be granted, partly granted or refused in accordance with PAIA.
- 5.1.2. A requester must identify the right to be exercised or protected and explain why the requested record is required for that purpose. The requester must also comply with the procedural requirements of PAIA and the regulations.
- 5.1.3. A requester acting for a public body must identify the public interest that supports the request and provide adequate reasons.
- 5.1.4. A requester acting on behalf of another person must provide satisfactory proof of the authority or capacity in which the request is made.

#### 5.2. PROCEDURAL REQUIREMENTS

- 5.2.1. A requester must complete the prescribed Form 2: Request for Access to Record, included as Appendix A to this Manual and available from the Information Regulator's website. An incomplete form may delay the request.
- 5.2.2. Adequate proof of identity must accompany the request. A requester acting for another person must also submit proof of authority. The Company may request clearer or original certified documents where reasonably necessary to verify identity or authority.
- 5.2.3. Form 2 and the supporting documents must be delivered to the Information Officer at the physical or email address stated in section 4.1 of this Manual.
- 5.2.4. The requester must provide enough detail in Form 2 to enable the Company to identify the requester and locate the requested record. The requester should also indicate:

- the required form and manner of access;
- the right to be exercised or protected and why the requested record is required for that purpose;
- whether the requester wishes to receive notice of the decision in another manner, in addition to a written reply, and the details needed to provide that notice; and
- the contact details required by Form 2 and PAIA.

- 5.2.5. If a request is made on behalf of another person, the requester must show, to the reasonable satisfaction of the Company, that the requester is authorised to act.
- 5.2.6. A person who cannot complete Form 2 because of illiteracy or disability may make the request orally. The Information Officer will provide reasonable assistance to record the request in the prescribed form.
- 5.2.7. The Company may ask for additional information that is reasonably necessary to identify the record, assess the request or calculate the applicable fee.
- 5.2.8. Where a request fee is payable, the request will be processed after the fee has been paid.

### **5.3. REFUSAL IN TERMS OF PAIA**

- 5.3.1. The Company may refuse access to a record, or part of a record, only on a ground permitted or required by Chapter 4 of Part 3 of PAIA.
- 5.3.2. Where PAIA requires notice to a third party, the Company will take reasonable steps to notify that third party within the period prescribed by PAIA and will give the third party an opportunity to make representations or consent to disclosure.
- 5.3.3. The Information Officer will decide the request in accordance with PAIA after considering any third-party representations.

### **5.4. NOTIFICATION OF REFUSAL OR GRANTING OF ACCESS TO INFORMATION**

- 5.4.1. The Company will notify the requester of its decision within 30 days after receiving a properly completed request, unless the period is extended as permitted by PAIA. The notice will state the outcome, the applicable fees and the requester's available remedies.

### **5.5. REMEDIES AVAILABLE TO REQUESTER ON REFUSAL OF ACCESS**

- 5.5.1. The Company has no internal appeal procedure. A requester who is dissatisfied with a decision, or with a failure to decide the request within the prescribed period, may lodge a complaint with the Information Regulator using Form 5 within the applicable period, or apply to a court of competent jurisdiction for appropriate relief.

### **5.6. IF RECORD CANNOT BE FOUND**

- 5.6.1. If the Company cannot find a requested record after taking all reasonable steps, the Information Officer will provide the requester with an affidavit or affirmation that meets the requirements of PAIA.
- 5.6.2. If the record is later found, the Company will notify the requester and process access to the record in accordance with PAIA, subject to any applicable fees and grounds for refusal.

## **6. FEES**

- 6.1. PAIA provides for request and access fees, as prescribed from time to time.

### **6.2. REQUEST FEE**

- 6.2.1. The request fee is an administrative fee payable by a requester other than a personal requester before the request is processed. A personal requester seeking access to a record containing that requester's own personal information does not pay the request fee.

Payment of the request fee does not guarantee access. If access is refused, any deposit paid in respect of access must be refunded in accordance with PAIA.

- 6.2.2. The prescribed request fee for a private body is currently R140. The prescribed fees may change, and the fee schedule published by the Information Regulator at the time of the request will apply.
- 6.2.3. A data subject may ask the Company, free of charge, to confirm whether it holds personal information about that data subject, as provided in POPIA.

### **6.3. ACCESS FEE**

- 6.3.1. An access fee may be payable before access to a record is provided.
- 6.3.2. Access fees may cover the prescribed cost of reproducing the record, searching for and preparing it for disclosure, and postage or other delivery costs.
- 6.3.3. Where the search for and preparation of a record is expected to exceed six hours, the Company may require the prescribed deposit before continuing with the request.
- 6.3.4. The Company may withhold access until all applicable prescribed fees have been paid.
- 6.3.5. Before charging an access fee, the Company will give the requester written notice of the amount and the basis on which it was calculated.

## **7. NOTICES**

- 7.1. The Company will give the requester any notices required by PAIA in writing. Where a request fee, access fee or deposit is payable, the notice will state the amount, how it was calculated, how payment may be made and any available right to challenge the fee.
- 7.2. After receiving any required request fee, the Company will consider the request and issue a written decision notice within the period prescribed by PAIA.

## **8. AVAILABILITY OF THE MANUAL**

- 8.1. This Manual is available free of charge on the Company's website and for inspection during normal business hours at 21 Imvubu Road, Sebenza, 1609, Gauteng. A copy may also be requested from the Information Officer.

*VN Dlamini*

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Information Officer

26 September 2026

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Date

# 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

|  |
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|  |
|  |
|  |
|  |

(Address)

E-mail address: 

|  |
|--|
|  |
|--|

Fax number: 

|  |
|--|
|  |
|--|

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<br>(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 |  |           |
| <p align="center"><b>PARTICULARS OF RECORD REQUESTED</b></p> <p><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></p> |          |  |           |
| Description of record or relevant part of the record:                                                                                                                                                                                                                                                                                                                                  |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
| Reference number, if available                                                                                                                                                                                                                                                                                                                                                         |          |  |           |
| Any further particulars of record                                                                                                                                                                                                                                                                                                                                                      |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
|                                                                                                                                                                                                                                                                                                                                                                                        |          |  |           |
| <p align="center"><b>TYPE OF RECORD</b><br/>(Mark the applicable box with an "X")</p>                                                                                                                                                                                                                                                                                                  |          |  |           |
| 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                                                                                                                                                                                                                                                                                                             |          |  |           |

| <b>FORM OF ACCESS</b><br><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                                                                                                                         |  |

| <b>MANNER OF ACCESS</b><br><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<br><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>                                                                            |  |

| <b>PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED</b><br><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<br>(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:<br>(State Rank, Name And Surname of Information Officer) |  |
| Date received:                                                                |  |
| Access fees:                                                                  |  |
| Deposit (if any):                                                             |  |

\_\_\_\_\_  
**Signature of Information Officer**