

M-WEB HOLDINGS (PROPRIETARY) LIMITED
(Registration number: 1997/004269/07)
and various of its subsidiaries
("M-WEB")

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION
OF ACCESS TO INFORMATION ACT, ACT NO. 2 OF 2000 ("THE ACT")**

INDEX

Page

1.	Introduction	3
2.	Contact details	4
3.	Guide in terms of section 10 of the Act	5
4.	Notice(s) in terms of section 52(2) of the Act	6
5.	Information / documents available in accordance with other legislation	7
6.	Documents / information held by M-Web in terms of the Act	8
7.	Other information as may be prescribed	11
8.	Availability of the manual	12
9.	List of subsidiaries of M-Web	13
10.	Form of request	14
11.	Prescribed fees	21

1. INTRODUCTION

The manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from M-Web as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised the latest version of the manual will be made public.

Any requestor is advised to contact Gillian Kisbey-Green should he / she require any assistance in respect of the utilisation of this manual and/or the requesting of documents / information from M-Web.

The following words will bear the following meaning in this manual :-

"the Act"	shall mean the Promotion of Access to Information Act, No. 2 of 2000, together with all relevant regulations published from time to time;
"the/this manual"	shall mean this manual together with all annexures thereto as available at the offices of M-Web from time to time;
"M-Web"	shall mean M-Web Holdings (Proprietary) Limited, and various of its subsidiaries as set out in part 9, page 13 and further of this manual
"SAHRC"	shall mean the South African Human Rights Commission.

2. **CONTACT DETAILS** (Section 51(1)(a) of the Act)

Name of body:	M-Web Holdings (Proprietary) Limited
Chief Executive Officer:	Rudi Jansen
The appointed information Officer:	Gillian Kisbey-Green
Address:	2 nd Floor, 251 Oak Avenue Randburg 2194
Postal address:	P.O. Box 1502 RANDBURG 2125
Telephone:	+27 11 2893024
Fax:	+27 11 2893026
E-mail:	gkgreen@multichoice.co.za

3. **GUIDE IN TERMS OF SECTION 10 OF THE ACT** (Section 51(1)(b) of the Act)

Section 10 of the Act requires the SAHRC to compile a guide containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide is available at the offices of the SAHRC and on its website.

Contact details of the South African Human Rights Commission:

PAIA Unit
The Research and Documentation 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

4. **NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT** (Section 51(1)(c) of the Act)

At this stage no notice(s) has / have been published.

5. **INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION** (Section 51(1)(d) of the Act)

M-WEB keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):-

- Companies Act, No. 61 of 1973
- Income Tax Act, No. 58 of 1962
- Value-Added Tax Act, No. 89 of 1991
- Customs and Excise Act, No. 91 of 1964
- Unemployment Insurance Act, No. 30 of 1966
- Unemployment Insurance Contributions Act, No. 4 of 2002
- Basic Conditions of Employment Act, No. 75 of 1997
- Employment Equity Act, No. 55 of 1998
- Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993
- Insolvency Act, No. 24 of 1936
- Occupational Health and Safety Act, No. 85 of 1993
- Copyright Act, No. 98 of 1978
- Labour relations Act, No. 66 of 1995
- South African Reserve Bank Act, No. 90 of 1989
- Skills Development Act, No. 97 of 1998
- Skills Development Levies Act, No. 9 of 1999
- Trade Marks Act, 194 of 1993

6. **DOCUMENTS / INFORMATION HELD BY M-WEB IN TERMS OF THE ACT**
(Section 51(1)(e) of the Act)

The documents / information listed herein below pertain to the day-to-day management of the business of M-Web:-

DEPARTMENT	DESCRIPTION OF CATEGORIES OF RECORDS HELD
Company Secretary	<ul style="list-style-type: none">• Compliance with Corporate Governance• Memorandum and Articles of Association• Company Register• Shareholders Agreements• Share Certificates• Board Meetings :<ul style="list-style-type: none">○ Attendance register○ Resolutions○ Minute books• Delegation of Authorities• General correspondence
Finance	<ul style="list-style-type: none">• Invoices• Credit/Debit Notes• Journals, Ledgers & Balance Sheets• Income Statements• Trial Balance Statements• Cash Flow Statements• Tax invoices• Salary information• Auditors Report• General correspondence
Administration	<ul style="list-style-type: none">• Suppliers

- Debtors and Creditors
- Insurance Policies
- Lease Agreements
- Employees travel records
- General correspondence

Human Resources

- Employee's personal details
- Job Profiles
- Division and Cost Centres
- Remuneration
- Medical Aid
- Employee Benefits
- Disciplinary records
- Job competency profile
- Employee performance contract
- Training records
- Internal Policies and Procedures
- General correspondence

Legal

- Contracts / Agreements
- Litigation Records
- Administration of Legislation
- General correspondence

Regulatory

- Agreements
- Regulatory submissions
- General correspondence

Marketing

- Development of new products
- Advertising
- General correspondence

Call Centre

- Customer complaints/queries
- Customer liaison
- Compliment records
- General correspondence

It is recorded that access to the documents listed above may be protected by privacy or the grounds of refusal set out in the Act. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act and other applicable legislation.

7. OTHER INFORMATION AS MAY BE PRESCRIBED (Section 51(1)(f))

This section is not applicable.

8. AVAILABILITY OF THE MANUAL (Section 51(3) of the Act)

- 8.1 This manual is available for inspection at the offices of M-Web, free of charge.
- 8.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of M-Web.
- 8.3 The manual can also be accessed on the website of the SAHRC (www.sahrc.org.za) and on the company's website (www.mweb.co.za).

9. **VARIOUS SUBSIDIARIES OF M-WEB**

Name	Number
M-Web Group	
▪ M-Web Holdings (Pty) Limited	1997/004269/07
▪ M-Ore (Pty) Limited	1996/004440/07
▪ Commercezone (Pty) Limited	1996/015095/07
▪ Bureau for Financial Analysis (Pty) Ltd	2000/004497/ 07
▪ McGregor BFA (Pty) Limited	1965/002808/07
▪ MMX Nominees (Pty) Limited	1999/015473/07
▪ M-Web Internet (Pty) Limited	1998/015259/07
▪ MWEB Connect (Pty) Limited	1996015134/07

Note: MMX Nominees (Pty) Ltd is in the process of deregistration

10. **FORM OF REQUEST** (Section 53(1) of the Act)

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

<p>a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>b) <i>Furnish an address and/or fax number in the Republic to which information must be sent.</i></p> <p>c) <i>Proof of the capacity in which the request is made, if applicable, must be attached.</i></p>

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 requested 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 therefore.*

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

<i>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.</i>	
Disability : _____ _____ _____	Form in which record is required : _____ _____
<i>Mark the appropriate box with an "X".</i>	
<i>Notes :</i>	
a) <i>Your indication as to the required form of access depends on the form in which the record is available.</i>	
b) <i>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.</i>	
c) <i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i>	

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*	Transcription of the images*
3. If record consists of recorded works 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)

<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable</p>	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 requested record is required for the exercising 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 thereof 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 of _____ 20__

SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF
REQUEST IS MADE

11. **PRESCRIBED FEES**

11.1 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.

11.2 The fee for reproduction referred to in regulation 11(1), is 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) stiffy 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

11.3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

11.4 The access fee 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) stiffy 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 the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and operation.	
(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.