

PAIA MANUAL

FIRST IMPRESSION LABELS SA (PTY) LTD

“FIRST IMPRESSION”

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Interpretation

- 1.1 The Promotion of Access to Information Act No. 2 of 2000, (“the **Act**”) came into operation on 23 November 2001. Section 51 of this Act requires that private bodies compile a manual giving information to the public regarding the procedure to be followed in requesting information for the purpose of exercising or protecting rights.
- 1.2 First Impression is a company that provides the printing of labels.
- 1.3 We 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.
- 1.4 The categories of information which we possess, which you are able to access, is dealt with herein. You will also be shown the correct procedure to follow should you require access to any of this information.
- 1.5 A copy of this manual is also available on our website.

Section A – Our details

Full Name: First Impression Labels (Pty) Ltd, registration number, 2023/581808/07, and all its business partners and trading divisions

Registered Address: Cornubia Industrial Estate, 22 Tottum Rd, Ottawa South, Ethekwini, 4339

Postal Address: Cornubia Industrial Estate, 22 Tottum Rd, Ottawa South, Ethekwini, 4339

Telephone Number: 031 492 9500

Head/MD: Justine Bufe

Designated Information Officer: Riaan Viviers

Email Address of Information Officer: popiqueries@fil.co.za

Website: www.fil.co.za

Section B – The official Guide

In accordance with section 10 of the Act, the South African Human Rights Commission (SAHRC) has published a guide (“the **Guide**”) containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act. This Guide appears on the South African Human Rights Commission’s website (www.sahrc.org.za under the “Publications” tab and under the heading “Legislation”) and contains the following information:

- 3.1 Part 1 – Why Access to Information (this sets out the objects of the Act).
- 3.2 Part 2 – Access to Information.
- 3.3 Part 3 – How to Make a Request for Access to Information (this includes details of the fees to be paid and explains your remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and a court application).
- 3.4 Part 4 – When Access to a Record May be Refused.
- 3.5 Part 5 – General Information.
- 3.6 Part 6 – Public Bodies from Whom You Can Access Records.

Enquiries regarding the Guide can be addressed to the SAHRC, the contact details of which are as follows:

Post: South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag X2700
Houghton
2041

Telephone: (011) 877-3600

Fax: (011) 403-0625

Website: www.sahrc.org.za

E-mail: lidlamini@sahrc.org.za

Section C – Information available in terms of the Act

4.1 Categories of information

We hold the following categories of information in respect of First Impressionrroup:

(a) STATUTORY COMPANY INFORMATION

- (i) A copy of the Memorandum of Incorporation and any amendments or alterations to it.
- (ii) A copy or copies of rules made in terms of sections 15(3) to (5) of the Companies Act No. 71 of 2008 ("Companies Act").
- (iii) A record of our directors.
- (iv) Copies of reports presented at annual general meetings.
- (v) Copies of Annual Financial Statements, including:
 - (A) the auditor's report, if the Annual Financial Statements are audited; and
 - (B) the directors' report.
- (vi) Copies of accounting records required by the Companies Act.
- (vii) Notices of all shareholders¹ meetings / members' meetings.²

¹ In terms of the Companies Act, a reference to a shareholder of a company is a reference to a holder of any securities in that company, including but not limited to shares and debt instruments.

² If the company is a non-profit company then reference to "shareholders" or "securities" should be replaced with reference to "members" wherever indicated.

- (viii) Minutes of all shareholders meetings / members' meetings.
- (ix) All resolutions adopted by shareholders / members and any documents made available by us to the shareholders / members in relation to their resolutions.
- (x) Copies of written communications sent generally by us to shareholders / members.
- (xi) Minutes of all meetings of directors, or directors' committees, or the audit committee (if any).
- (xii) Resolutions of directors, or directors' committees, or the audit committee (if any).
- (xiii) Securities register / members' register.
- (xiv) A record of our company secretaries and auditors (if any), including:
 - (A) the name of each such person; and
 - (B) the date of each of their appointments.

(b) ACCOUNTING RECORDS

- (i) Books of account including journals and ledgers.
- (ii) Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.

(c) STATUTORY EMPLOYEE RECORDS

- (i) Employees' names and occupations.
- (ii) Time worked by each employee.
- (iii) Remuneration paid to each employee.
- (iv) Date of birth of each employee

- (v) Attendance register.
 - (vi) Employment equity plan.
 - (vii) Salary and wages register.
 - (viii) Records of foreign employees.
 - (ix) Collective agreements (if any) and any records required in terms thereof.
 - (x) Arbitration awards (if any) and any records required in terms thereof.
 - (xi) Records of strikes, lockouts or protest action (if any).
 - (xii) Training records.
 - (xiii) Staff records (after date of employment ceases).
 - (xiv) Skills development plan.
- (d) OTHER EMPLOYEE RECORDS
- (i) Employee contracts.
 - (ii) Incentive schemes.
 - (iii) Study assistance schemes.
 - (iv) Maternity leave policy.
 - (v) Relocation policy.
 - (vi) Disability scheme.
 - (vii) Funeral insurance scheme.
 - (viii) Group personal accident.
 - (ix) Group life.

- (x) Micro loan scheme.
 - (xi) Code of conduct.
- (e) PENSION AND RETIREMENT FUNDING RECORDS
- (i) Pension Fund Rules.
 - (ii) Contribution reports.
- (f) ENVIRONMENTAL HEALTH AND SAFETY
- (i) Noise exposure records.
 - (ii) Water quality monitoring programme records.
 - (iii) Waste water assessment and monitoring records.
 - (iv) Records of waste water discharges.
 - (v) Records of waste water storage and waste water disposal.
 - (vi) Employee medical surveillance records in respect of hazardous chemical substances.
 - (vii) Records of investigations and tests in respect of hazardous chemicals and substances.
 - (viii) Records of risk assessments and monitoring results in respect of hazardous biological agents.
 - (ix) Records of assessment and air monitoring and asbestos inventory.
 - (x) Medical surveillance records related to asbestos work.
 - (xi) Records of type of work carried out with asbestos.
 - (xii) Records of training given to employees in respect of exposure to asbestos.

- (xiii) Records of assessment and air monitoring for lead exposure.
- (xiv) Medical surveillance records in respect of lead exposure.
- (xv) Records of type of work carried out with lead.
- (xvi) Records of work with lead prior to employment.
- (xvii) Dates of medical surveillance reports in respect of lead.
- (xviii) Biological monitoring and medical surveillance records and results of biological tests for lead exposure of employees.
- (xix) Records of training of employees in respect of lead exposure.
- (xx) Medical surveillance records in respect of mine employees.
- (xxi) Records of working hours and remuneration in respect of mine employees.
- (xxii) Safety management systems, data and audits.
- (xxiii) Industrial hygiene programs, data and audits.
- (xxiv) Employee public health emergency action plans.
- (xxv) Permits, licences, approvals and registrations for operations of sites and business.
- (xxvi) Emergency response plans.
- (xxvii) Environmental impact assessments.
- (xxviii) Environmental management programs and systems.
- (xxix) Details of aqueous discharges.
- (xxx) Details of solid waste discharges.
- (xxxi) Details of air emission discharges.

(xxxii) Environmental authorisations.

(g) FIXED PROPERTY

(i) Title deeds.

(ii) Leases.

(iii) Building plans.

(iv) Mortgage Bonds or other encumbrances to fixed property.

(h) MOVABLE PROPERTY

(i) Asset register.

(ii) Finance and lease agreements.

(iii) Notarial bonds.

(iv) Deeds of pledge.

(i) INTELLECTUAL PROPERTY

(i) Patents, patent applications and inventions.

(ii) Trade marks, trade mark applications, trade names and protected names.

(iii) Designs and design applications.

(iv) Copyright-protected material.

(v) Agreements relating to intellectual property such as licence agreements, secrecy agreements, research and development agreements, consulting agreements, use agreements, joint venture agreements and joint development agreements.

(vi) Documents pertaining to litigation and other disputes involving intellectual property.

(j) AGREEMENTS AND CONTRACTS

- (i) Material agreements concerning the provision of services or materials.
- (ii) Joint venture agreements, partnership agreements, participation, franchise, co-marketing, co-promotion or other alliance agreements.
- (iii) Agreements with shareholders, officers or directors.
- (iv) Acquisition or disposal documentation.
- (v) Agreements with contractors and suppliers.
- (vi) Agreements with customers.
- (vii) Warranty agreements.
- (viii) Sale agreements.
- (ix) Distributor, dealer or agency agreements.
- (x) Restraint agreements.
- (xi) Agreements with governmental agencies.
- (xii) Purchase or lease agreements.

(k) TAXATION

- (i) Copies of all Income Tax Returns and other tax returns and documents.

(l) LEGAL

- (i) Complaints, pleadings, briefs and other documents pertaining to any actual, pending or threatened litigation, arbitration or investigation.

(ii) Settlement agreements.

(iii) Material licences, permits and authorisations.

(m) INSURANCE

(i) Insurance policies.

(ii) Claim records.

(iii) Details of insurance coverages, limits and insurers.

(n) TRANSPORTATION

(i) Transportation rights.

(ii) Permits.

(iii) Transportation system delivery plan.

(iv) Transportation, warehouse and storage contracts.

(o) INFORMATION TECHNOLOGY

(i) Hardware.

(ii) Operating systems.

(iii) Telephone exchange equipment.

(iv) Telephone lines, leased lines and data lines.

(v) LAN installations.

(vi) Software packages.

(vii) Disaster recovery.

(viii) Internal systems support and programming / development.

(ix) Capacity and utilization of current systems.

(x) Development or investment plans.

(xi) Agreements.

(xii) Licenses.

(xiii) Audits.

(p) SALES AND MARKETING

(i) Products.

(ii) Markets.

(iii) Customers.

(iv) Brochures, newsletters and advertising materials.

(v) Sales.

(vi) Public relations policies and procedures.

(vii) Domestic and export orders.

(q) BLACK ECONOMIC EMPOWERMENT

(i) Ratings conducted by accredited rating agencies.

(ii) Recruitment and employment equity policies.

(iii) Supplier and preferential procurement information.

(iv) Skills development policy.

4.2 **Procedure for requesting access to the above information**

(a) 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 "B"** hereto. These forms are available from:

- (i) our Information Officer (whose contact details are in section A of this manual);
 - (ii) the SAHRC website (whose contact details are in section B of this manual); and
 - (iii) the Department of Justice and Constitutional Development website (www.doj.gov.za).
- (b) 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 and in **Annexure “C”** hereto.
- (c) 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.
- (d) It is important to note that access is not automatic – **you must identify the right you are seeking to exercise or protect and explain why the record you request is required for the exercise or protection of that right.** You will be notified in the manner indicated by you on the request form whether your request has been approved.

Section D – Information available in terms of other legislation

Where applicable to our operations, information and records as required by legislation is also available in terms of certain provisions of the following statutes:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Consumer Protection Act No. 68 of 2008
- Customs and Excise Act No 91 of 1964
- Debt Collectors Act No. 114 of 1998
- Designs Act No. 195 of 1993
- Electronic Communications and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998

- Firearms Control Act No. 60 of 2000
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Liquor Act No. 59 of 2003
- National Credit Act No. 34 of 2005
- National Environmental Management Act No. 107 of 1998
- National Environmental Management Integrated Coastal Management Act No. 24 of 2008
- National Environmental Management Waste Act No. 59 of 2008
- National Qualifications Framework Act No. 67 of 2008
- National Railway Safety Regulator Act No. 16 of 2002
- National Regulator for Compulsory Specifications Act No. 5 of 2008
- National Road Traffic Act No. 93 of 1996
- National Water Act No. 36 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Prohibition or Restriction of Certain Conventional Weapons Act No. 18 of 2008
- Regulation of Interception of Communications and Provision of Communication-related Information Act No. 70 of 2002
- Securities Transfer Tax Administration Act No. 26 of 2007
- Short-term Insurance Act No. 53 of 1998
- Skills Development Levies Act No. 9 of 1999
- Unemployment Insurance Act No. 63 of 2001
- 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. Posters.
5. Other literature intended for public viewing.

Section F - POPI

This manual is to be read together with the First Impression Labels' policy in terms of the Protection of Personal Information Act 4 of 2003 (the **POPI manual**). The POPI manual is published together with this PAIA manual and is furthermore available upon request from the information officer.

The POPI manual contains, amongst other things, information pertinent to:

1. The purpose for which we process personal information;
2. The categories of data subjects in respect of which we process personal information, and the categories of information relating thereto;
3. The categories of recipients to whom we supply personal information;
4. Any planned transborder flows of personal information; and
5. A description of the information security measures which we implement to ensure the confidentiality, integrity and availability of the personal information which we process.

Annexure A: Form C

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*		
				transcription 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 of 20.....

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

Annexure B: Prescribed Fee

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. If none of the exemptions contained in Government Notice GN R.991 dated 14 October 2005 apply (a copy of which is also attached for your reference), the following charges are payable:

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 fees³

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 fees⁴

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 fee⁵ of R50,00 is payable by a requester who is seeking access to a record containing information which is not personal to the requester.

4.2 A search fee⁶ 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.⁷

4.4 If a copy of a record is posted to a requester, the requester is obliged to pay the actual postage payable.

³ Section 52(3) and Regulation 11(1).

⁴ Section 54(7) and Regulation 11(3).

⁵ Section 54(1) and Regulation 11(2). See also paragraph 6 of Part 1 of this work.

⁶ Annexure "A", Part III, Item 4(1)(f).

⁷ 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.	

GN R.991 of 14 October 2005: Exemptions and determinations for purposes of section 22 (8)

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

I, Brigitte Sylvia Mabandla, Minister for Justice and Constitutional Development, acting under section 22 (8) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) hereby—

- (a) exempt the following persons from paying the access fee contemplated in section 22 (6) of the Act:
 - (i) A single person whose annual income, after permissible deductions referred to in the Schedule to this notice are made, does not exceed R14 712,00 per annum; and
 - (ii) married persons or a person and his or her life partner whose annual income, after permissible deductions referred to in the Schedule to this notice are made, does not exceed R27 192,00 per annum, and
- (b) determine that—
 - (i) where the cost of collecting any fee contemplated in section 22 of the Act, exceeds the amount charged, such fee does not apply;
 - (ii) the access fee contemplated in section 22 (6) of the Act does not apply to the personal record of a requester; and
 - (iii) the request fee contemplated in section 22 (1) of the Act and the access fee contemplated in section 22 (6) of the Act do not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998) or the regulations made under section 44 of that Act.

SCHEDULE

- 1. For purposes of paragraph (a) (i) and (ii) of the notice the following deductions are permissible:
 - (a) Employees' tax in terms of paragraph 2 of Part II of the Fourth Schedule of the Income Tax Act, 1962 (Act No. 58 of 1962);
 - (b) contributions in terms of section 5 of the Unemployment Insurance Contributions Act, 2002 (Act No. 4 of 2002);
 - (c) compulsory contributions to a Group Insurance Fund in terms of a court order or in terms of a contract between an employer and his or her employee;
 - (d) contributions to any medical scheme registered under the provisions of the Medical Schemes Act, 1998 (Act No. 131 of 1998), and allowed to be deducted in terms of section 18 (1) (a) of the Income Tax Act, 1962 (Act No. 58 of 1962);
 - (e) contributions to pension funds in terms of section 13A of the Pension Funds Act, 1956 (Act No. 24 of 1956);
 - (f) rent or mortgage installments to the maximum of R12 000,00 per annum;
 - (g) maintenance paid in terms of a court order; and
 - (h) school fees, except school fees paid to a private school.

B.S. MABANDLA, MP
Minister for Justice and Constitutional Development