



DISTRIBUTION AND WAREHOUSING NETWORK LIMITED

Information Manual

Published in terms of Section 51

of The Promotion of Access to Information Act 2/2000

VERSION: AUGUST 2018

This manual applies to The Distribution and Warehousing Network Group, its wholly owned subsidiaries and divisions, the structure of which is available on www.dawnltd.co.za

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1. INTRODUCTION

The Promotion of Access to Information Act (PAIA), 2 of 2002 (the Act), has been enacted to effect section 32 of the Constitution of the Republic of South Africa, 1996 (the Constitution). Section 32 provides for every person's right of access to information from a public or private body. The protection of this particular right is in line with that of any other right in the Constitution. The right of access to information may only be limited to the extent stipulated in section 36 of the Constitution.

A private body, as defined in the PAIA, includes a former or existing juristic person. DAWN limited is therefore considered a private body. Section 51 of the PAIA stipulates that a private body should publish a manual that guides the request for access to certain records of the private body and their publication. Both the manual and the requirements of access to information must comply with the Act. This document therefore serves to comply with section 51 to the extent required by the PAIA.

The scope of this manual is determined by compliance of the Act. It provides information regarding the types and categories of records held by DAWN Limited, and explains the process that must be followed in order to obtain access to this information.

2. COMPANY OVERVIEW

Distribution and Warehousing Network Limited (DAWN) is listed in the Construction and Materials – Building Materials and Fixtures sector of the JSE Limited and its head office is based in Germiston, Gauteng.

The group manufactures and distributes quality branded hardware, sanitaryware, plumbing, kitchen, engineering and civil products through an international, strategically positioned branch network in South Africa and selected countries in the rest of Africa and Mauritius.

DAWN has significant proprietary brands and agency agreements with prominent suppliers and also sources branded products from a well-established supplier network, both locally and internationally.

The group has two main operating segments, namely building and infrastructure, reflecting the main exposures to the markets it serves.

DAWN distributes approximately 50 000 product lines sourced through more than 2 700 suppliers to over 13 000 customers in the building and infrastructure sectors. DAWN logistics' arm offers just-in-time break-bulk distribution through its fleet of more than 260 vehicles and trailer on a national basis with over-border deliveries to Botswana, Swaziland, Lesotho and Namibia.

Products are distributed through an international, strategically positioned distribution network in sub-Saharan African countries such as South Africa, Democratic Republic of Congo, Namibia, Tanzania, Zambia and Zimbabwe.

3. SCOPE OF THE MANUAL

The scope of this manual is applicable to the operations of DAWN. In terms of PAIA, it excludes its business operations outside the borders of the Republic of South Africa. This manual serves to provide a reference regarding the records held by DAWN and the access to the relevant information.

4. ADMINISTRATION OF THE ACT

The chief executive officer (CEO) of DAWN is the duly authorised contact person to ensure that the requirements of the PAIA are administered in a fair, objective and unbiased manner.

5. GUIDE FOR REQUESTER ON HOW TO USE THE ACT

The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

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

The contact details of the Commission are:

The South African Human Rights Commission

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag X2700, Houghton, 2041

Telephone number: +27 11 484 8300

Fax number: +27 11 484 0582

E-mail: PAIA@sahrc.org.za

Website: www.sahrc.org.za

6. AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

No notice has been submitted by DAWN Limited to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

7. SUBJECTS AND CATEGORIES OF RECORDS HELD BY DAWN LIMITED

General information about DAWN Limited can be accessed via the internet on www.dawnltd.co.za which is available to all persons who have access to the internet.

The subjects on which DAWN Ltd holds records and the categories on each subject in terms of Section 51(1)(e) are as listed below. Please note that a requester is not automatically allowed access to these records and that access to them may be refused in accordance with Sections 62 to 69 of the Act:

7.1 STATUTORY COMPANY INFORMATION

- Certificate of Incorporation;
- Certificate of Change of Name (if any);
- Memorandum and Articles of Association;
- Certificate to Commence Business;
- Minute Book, CM25 and CM26, as well as Resolutions passed at general/class meetings;
- Proxy Forms;
- Proxy Forms used at Court convened meetings;
- A Register of Allotments – after a person ceased to be a member;
- Register of Members;
- Index of Members;
- Register of Mortgages and Debentures and Fixed Assets;
- Register of Directors' Shareholdings;
- Register of Directors and Certain Officers;
- Directors' Attendance Register;
- A Branch Register;

- Annual Financial Statements including:
 - Annual accounts;
 - Directors' reports;
 - Auditor's report.
- Books of Account regarding information required by the Companies Act, 1973;
- Supporting schedules to books of account and ancillary books of account;
- The microfilm image of any original record reproduced directly by the camera – “the camera master”.

7.2 ACCOUNTING RECORDS

- Books of Account including journals and ledgers;
- Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.

7.3 STATUTORY EMPLOYEE RECORDS

- Employees' names and occupations;
- Time worked by each employee;
- Remuneration paid to each employee.
- Date of birth of each employee;
- Wages register;
- Attendance register;
- Employment equity plan;
- Salary and wages register;
- Records of foreign employees;
- Collective agreements;
- Arbitration awards;
- Determinations made in terms of the Wage Act;
- Records of strikes, lockouts or protest action.
- Industrial training records;
- Staff records (after date of employment ceases);
- Expense accounts;
- Tax returns of employees.

7.4 OTHER EMPLOYEE RECORDS

- Employee contracts;
- Incentive schemes;
- Staff loan schemes;
- Study assistance schemes;
- Maternity leave policy;
- Relocation policy;
- Housing scheme;
- Disability scheme;
- Funeral insurance scheme;
- Group personal accident;
- Group life;
- Micro loan scheme;
- Employee stock purchase plan;
- Code of conduct.

7.5 FIXED PROPERTY

- Title Deeds;
- Leases;
- Building plans;
- Mortgage Bonds or other encumbrances to fixed property.

7.6 MOVABLE PROPERTY

- Asset register;
- Finance and Lease Agreements;
- Notarial Bonds;
- Deeds of Pledge.

7.7 INTELLECTUAL PROPERTY

- Patents, patent applications and inventions;
- Trademarks, trade names and protected names;
- Copyrights;
- 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;
- Litigation and other disputes involving intellectual property.

7.8 AGREEMENTS AND CONTRACTS

- Material agreements concerning provision of services or materials;
- Joint venture agreements, partnership agreements, participation, franchise, co- marketing, co- promotion or other alliance agreements;
- Agreements with shareholders, officers or directors;
- Acquisition or disposal documentation;
- Agreements with contractors and suppliers;
- Agreements with customers;
- Warranty agreements;
- Sale agreements;
- Distributor, dealer or agency agreements;
- Restraint agreements;
- Agreements with governmental agencies;
- Purchase or lease agreements.

7.9 TAXATION

- Copies of all Income Tax Returns and other tax returns and documents;

7.10 LEGAL

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

7.11 INSURANCE

- Insurance policies;
- Claim records;
- Details of insurance coverages, limits and insurers.

7.12 INFORMATION TECHNOLOGY

- Hardware;
- Operating Systems;
- Telephone Exchange Equipment;
- Telephone Lines, Leased Lines and Data Lines;
- LAN Installations;

- Software Packages;
- Disaster Recovery;
- Internal Systems Support and Programming / Development;
- Capacity and Utilization of Current Systems;
- Development or Investment Plans;
- Agreements;
- Licenses;
- Audits.

7.13 SALES AND MARKETING

- Products;
- Markets;
- Customers;
- Brochures, Newsletters and Advertising Materials;
- Sales;
- Public Relations Policies and Procedures;
- Domestic and Export Orders

8. 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:

- our contact person (whose contact details are in paragraph 9 of this manual);
- the SAHRC website (www.sahrc.org.za)
- 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.

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.

9. DAWN CONTACT PERSON

Please direct any applications for access to information (Access request forms) to the authorised contact person below:

Contact person: Vanessa White

Postal address: Postnet Suite no 100, Private Bag X1037, Germiston

Physical address: 96 Cavaleros Drive, Corner Barlow Road, Jupiter Ext 3, Germiston, Gauteng

Telephone number: +27 11 323 0000

Email: Vanessa.White@dawnltd.co.za

DAWN LIMITED



PROMOTION OF ACCESS TO INFORMATION MANUAL

Signed at Germiston on this the 1st day of August 2018.

SIGNATORY: EDWIN HEWITT

CAPACITY: CHIEF EXECUTIVE OFFICER

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: Governance, Risk and Compliance

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 <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> 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

- | |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified of</i> the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
|--|

Reason for exemption from payment of fees:

F. Form of access to record

<p>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.</p>
--

Disability:	Form in which record is required
<p>Mark the appropriate box with an X.</p> <p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

1. If the record is in written or printed form:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images"
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record"
<input type="checkbox"/>		<input type="checkbox"/>	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? Postage is payable.</p>			<p>YES NO</p>

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).

FEES IN RESPECT OF PRIVATE BODIES

1.1 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.

1.2 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) 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

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

1.4 The access fees payable by a requester referred to in regulation 11 (3) 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) 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.	

1.5 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;
- (b) one third of the access fee is payable as a deposit by the requester; and
- (c) The actual postage is payable when a copy of a record must be posted to a requester.