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**ACCESS WORLD AFRICA**  
**(SOUTH AFRICAN OPERATIONS)**

**MANUAL PREPARED IN TERMS OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT, 2000 READ WITH THE PROTECTION OF PERSONAL INFORMATION ACT, 2013**

**SCOPE: ACCESS WORLD (RF) PTY LTD, ITS SUBSIDIARIES AND COMPANIES UNDER COMMON CONTROL,  
LOCATED IN THE REPUBLIC OF SOUTH AFRICA**

**Version: 2025, Revision 1**

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## 1. DEFINITIONS

In this Manual, unless specifically indicated otherwise or as required by the context, the following words and phrases shall have the meanings ascribed to them below:

<b>“AW Africa”</b>	Access (RF)(Pty) Ltd and its subsidiaries and associated companies under common control which are incorporated in the Republic of South Africa;
<b>“Information Regulator”</b>	The Information Regulator established in terms of POPIA;
<b>“IO”</b>	Information Officer of AW Africa;
<b>“Manual”</b>	This Manual for access to information of AW Africa as required by Section 51 of PAIA;
<b>“PAIA”</b>	Promotion of Access to Information Act No. 2 of 2000;
<b>“POPIA”</b>	Protection of Personal Information Act No.4 of 2013;

## 2. INTRODUCTION AND PURPOSE

- 2.1. The Access World group of companies (the “Group”) provide a full range of logistics, freight forwarding, agency and related services across the globe. The Group is headquartered in Switzerland, with subsidiaries and associated companies incorporated in various global jurisdictions.
- 2.2. This Manual applies only to AW Africa, being those entities forming part of the Group, incorporated in the Republic of South Africa
- 2.3. Any requests in terms of PAIA or POPIA made in respect of AW Africa must be made in terms of this Manual.
- 2.4. The purpose of this Manual is to ensure that AW Africa complies with their legal obligations in terms of PAIA and POPIA. Specifically, this Manual is designed to:
  - 2.4.1. facilitate the requests for and access to information in compliance with PAIA; and
  - 2.4.2. ensure compliance with POPIA in respect of the processing of personal information.
- 2.5. This Manual shall be periodically reviewed and updated by AW Africa.

## 3. AW AFRICA CONTACT DETAILS FOR THE PURPOSES OF THIS MANUAL:

<b>Head Office:</b>	Warehouse 5, 151 South Coast Road, Bayhead, Durban
<b>Postal Address:</b>	PO Box 21169, Bluff, 4036
<b>Website:</b>	<a href="http://www.accessworld.com">www.accessworld.com</a> <i>(note: this is an Access World Global Group website and is not administered by AW Africa. As such it contains data pertaining to the global business of Access World Group. The data contained in this website is not specific to South Africa, however various compliance, health and safety policies and terms and conditions are applied on a uniform basis across global operations)</i>
<b>Phone:</b>	+27 31 451 9200
<b>Information Officer:</b>	Haydn Friis (Head of Legal, Africa)
<b>IO Email:</b>	haydn.friis@accessworld.com

#### **4. THE PROMOTION TO ACCESS TO INFORMATION ACT, NO.2 OF 2000 (“PAIA”)**

- 4.1. PAIA gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights.
- 4.2. PAIA sets out the procedures attached to such request and also recognises that such right to access to information is subject to certain justifiable limitations.
- 4.3. PAIA obliges private bodies to compile a manual which would assist a person to obtain access to information held by the private body and stipulates the minimum requirements with which a manual has to comply.

#### **5. THE PROTECTION OF PERSONAL INFORMATION ACT, NO. 4 OF 2014 (“POPIA”)**

- 5.1. POPIA gives effect to the constitutional right to privacy, in particular, the protection against the unlawful collection, retention, dissemination and use of personal information.
- 5.2. The terms “Personal Information”, “Data Subject”, “Processing”, as they are used in this Manual shall have the meaning assigned to them in terms of POPIA.
- 5.3. POPIA requires compliance to certain principles regarding the processing of personal information.

#### **6. THE INFORMATION REGULATOR AND GUIDES TO PAIA AND POPIA**

- 6.1. The Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 6.2. The Guide can be viewed online on the Information regulator’s website ([www.inforegulator.org.za](http://www.inforegulator.org.za)) or at the Information Regulator’s offices.

#### **7. RECORDS AVAILABLE WITHOUT REQUEST**

- 7.1. All information and records available on the Access World Group website ([www.accessworld.com](http://www.accessworld.com)) are available without request. The information published on the Access World Group website ([www.accessworld.com](http://www.accessworld.com)) is periodically updated and includes, *inter alia*:
  - 7.1.1. Access World Group of Companies Standard Terms and Conditions
  - 7.1.2. Access World Code of Conduct
  - 7.1.3. Access World Anti-Corruption and Bribery Policy
  - 7.1.4. Access World Code of Ethics
  - 7.1.5. SafeAccess Health and Safety related policies.

#### **8. RECORDS HELD IN TERMS OF LEGISLATION OTHER THAN PAIA**

- 8.1. The following records are or may be kept in terms of legislation, to the extent that they are or may be relevant to the business and operations of one or more of the entities making up AW Africa.
  - 8.1.1. Corporate: Companies Act No. 71 of 2008 Competition Act No. 89 of 1998 Broad-Based Economic Empowerment Act No. 53 of 2003 Trade Marks Act No. 194 of 1993.

- 8.1.2. Finance: National Credit Act No. 34 of 2005 Pension Funds Act No. 24 of 1956 Tax on Retirement Funds Act No. 38 of 1996
- 8.1.3. Tax and Duties: Income Tax Act No. 58 of 1962 Value Added Tax Act No. 89 of 1991 Customs and Excise Act No. 91 of 1964 South African Revenue Service Act No 34 of 1997
- 8.1.4. Human Resources: Labour Relations Act No. 66 of 1995 Basic Conditions of Employment Act No. 75 of 1997 Employment Equity Act No. 55 of 1998 Promotion of Equality and Prevention of Unfair Discrimination Act No. 4 of 2000 Skills Development Act No. 97 of 1998 Skills Development Levies Act No. 9 of 1999 Unemployment Insurance Contributions Act No. 4 of 2002 Unemployment Insurance Fund Act No. 63 of 2001
- 8.1.5. Safety, Health and Environment: Occupational Health and Safety Act No. 85 of 1993 Occupational Diseases Act No. 130 of 1993 Compensation for Occupational Injuries and Diseases Act No. 130 of 1993 Tobacco Products Control Act No. 83 of 1993 National Environmental Management Act No. 107 of 1998 NEM Air Quality Act No. 39 of 2004 National Water Act No. 36 of 1998 Hazardous Substances Act No. 15 of 1973
- 8.1.6. Information: Promotion of Access to Information Act No. 54 of 2000 Protection of Personal Information Act No.4 of 2013 Electronic Communications and Transactions Act No. 25 of 2002 Regulation of Interception of Communications and Provision of Communications Related Information Act No. 70 of 2002
- 8.1.7. Transport: Administrative Adjudication of Road Traffic Offences Act No. 46 of 1998 National Land Transport Act No. 5 of 2009 Road Traffic Act No. 29 of 1989

8.2. The following additional records are retained as required by the operations of AW Africa:

- 8.2.1. Client contracts and related information, Service provider contracts and related information.
- 8.2.2. Records pertaining to our services and the marketing thereof.
- 8.2.3. Statutory information, Agendas and Minutes of internal meetings, Internal Policies and Procedures and associated records.
- 8.2.4. Accounting and taxation records, Annual Financial Statements, Banking statements.
- 8.2.5. Customs documentation.
- 8.2.6. Employee file contracts, Payroll records, Employment Equity reports, UIF records, Medical Aid details.
- 8.2.7. Property lease files.

## **9. PROCESSING OF PERSONAL INFORMATION BY AW AFRICA**

9.1. AW Africa uses the Personal Information of Data Subjects for the following purposes:

- 9.1.1. Performing creditworthiness assessments;
- 9.1.2. Concluding and administering agreements;
- 9.1.3. Rendering services to customers;
- 9.1.4. Conducting marketing and customer satisfaction research;
- 9.1.5. In connection with any legal proceedings;
- 9.1.6. Staff administration;
- 9.1.7. Management of customer and vendor accounts;
- 9.1.8. Complying with regulatory and legal obligations; and
- 9.1.9. Any other reasonably required purpose relating to Access World's business and permitted in terms of POPIA.

## **10. DESCRIPTION OF THE CATEGORIES OF DATA SUBJECTS AND OF THE INFORMATION OR CATEGORIES OF INFORMATION RELATING THERETO**

- 10.1. Customers – Natural Persons: Names and contact details, physical and postal addresses, ID number, tax-related information, nationality, gender.
- 10.2. Customers – Juristic Persons: Names of contact persons, name of legal entity, physical and postal address and contact details, financial information, registration number, founding and other company documents, tax-related information, authorised signatories, shareholding information, BBBEE information.
- 10.3. Contracted service providers / sub-contractors: Names of contact persons, name of legal entity, physical and postal address and contact details, financial information, registration number, founding and other company documents, tax-related information, authorised signatories, shareholding information, BBBEE information.
- 10.4. Employees: Name and contact details, ID number, employment history and references, banking and financial details, details of payments to third parties (deductions from salary), employment contracts, employment equity plans, medical aid records, pension fund records, remuneration/salary packages, performance appraisals, disciplinary records, leave records, training records.

## **11. CROSS BORDER FLOW OF PERSONAL INFORMATION AND INFORMATION SECURITY**

- 11.1. Personal information may be transmitted transborder to AW Africa’s suppliers and associated holding and subsidiary companies in other countries to the extent necessary for Access World to render freight and logistics related services, and in compliance with Section 72 of POPIA. Personal information may be stored in data servers hosted outside of South Africa.
- 11.2. Access World maintains up-to-date data protection measures in order to ensure the confidentiality and integrity of personal information in its possession, which security measures include without limitation:
  - 11.2.1. Firewalls;
  - 11.2.2. Virus protection software and update protocols;
  - 11.2.3. Physical and digital access control; and
  - 11.2.4. Secure set-up of both hardware and software systems to prevent unauthorised access.

## **12. AVAILABILITY OF THE MANUAL**

- 12.1. A copy of the Manual is available at:
  - 12.1.1. our website [www.accessworld.com](http://www.accessworld.com)
  - 12.1.2. the AW Africa Head Office for public inspection during normal business hours.
  - 12.1.3. to any person upon request and upon the payment of a reasonable prescribed fee; and
  - 12.1.4. to the Information Regulator upon request.
- 12.2. A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

### **13. REQUESTS FOR INFORMATION AND PRESCRIBED FEES**

- 13.1. A requester wishing to access information held by AW Africa must complete the prescribed form. The Request Form (Form 2) can be found at [www.inforegulator.org.za](http://www.inforegulator.org.za). A sample copy of the Request Form is attached to this Manual.
- 13.2. The completed request form must be submitted to the AW Africa Information Officer at the address stipulated in clause 3 hereof by hand or email.
- 13.3. The AW Africa Information Officer will consider the request in order to ascertain whether the required information is available within AW Africa and if so, whether it may be disclosed.
- 13.4. The requester will be notified within 10 business days of receipt of the request as to whether it has been accepted or rejected.
- 13.5. If the request is accepted, the requester will be advised of the time required to gather and prepare the information and the costs involved. The requestor will be informed of the fee in a format substantially similar to that of Form 3 (available [www.inforegulator.org.za](http://www.inforegulator.org.za), with a sample copy attached hereto). The requestor must pay the prescribed fee prior to any request being processed by AW Africa. The requestor may, in circumstances where the search for the record shall exceed 6 hours, be required to pay a deposit.

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#### **ACCESS WORLD AFRICA**

Haydn Friis

Information Officer AW Africa

Head of Legal, Africa

## 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

(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 <i>(when made on behalf of another person)</i>	
Postal Address	
Street Address	
E-mail Address	
Contact Numbers	
Tel. (B):	
Facsimile:	
Cellular:	
Full names of person on whose behalf request is made <i>(if applicable)</i> :	
Identity Number	
Postal Address	

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
<b>PARTICULARS OF RECORD REQUESTED</b>			
<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			
<b>TYPE OF RECORD</b>			
<i>(Mark the applicable box with an "X")</i>			
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> <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> <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 <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>	
<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 <i>(Please specify)</i>

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_

**Signature of Requester / person on whose behalf request is made**

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**FOR OFFICIAL USE**

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

\_\_\_\_\_

**Signature of Information Officer**

**FORM 3**  
**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
 [Regulation 8]

Note:

1. If your request is granted the—
  - (a) amount of the deposit, (if any), is payable before your request is processed; and
  - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number:

TO:

Your request dated , refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (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) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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**OR**

**2. You requested:**

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form )	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

**3. To be submitted:**

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (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)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

**4. Fees payable with regards to your request:**

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

**5. Deposit payable (if search exceeds six hours):**

Yes  No

Hours of search	Amount of deposit <i>(calculated on one third of total amount per request)</i>

The amount must be paid into the following Bank account:

Name of Bank: \_\_\_\_\_  
 Name of account holder: \_\_\_\_\_  
 Type of account: \_\_\_\_\_  
 Account number: \_\_\_\_\_  
 Branch Code: \_\_\_\_\_  
 Reference Nr: \_\_\_\_\_  
 Submit proof of payment to: \_\_\_\_\_

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
 Information officer