



Driven by Passion.

INFORMATION MANUAL

OF

REEF TANKERS (PTY) LTD

**IN TERMS OF THE PROMOTION OF
ACCESS TO INFORMATION ACT, 2000
(ACT NO.2 OF 2000)**



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1. Introduction

Section 32(1) (a) of the Constitution of the Republic of South Africa Act, No. 108 of 1996 (hereinafter referred to as “the Constitution”) provides that everyone has a right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.

Section 32(2) of the Constitution provides for the enactment of a national legislation to give effect to this fundamental right. The Promotion of Access to Information Act 2 of 2000 (**PAIA**) is the national legislation contemplated in section 32(2) of the Constitution.

A copy of this information Manual is available at:

- Head office
Reef Tankers (PTY) Ltd
6 Berry Road
Roodekop, Johannesburg
South Africa
- Website
www.reeftankers.com
- Human Rights Commission

The South African Human Rights Commission

PAIA Unit

The Research and Documentation Department



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REVISION 04

24/02/2022

Postal address: Private Bag 2700, Houghton, 2041

Phone: +27 (11) 484-8300

Fax: +27 (11) 484-0582

E-mail: PAIA@sahrc.org.za

Website: www.sahrc.org.za

2. Contact Details *Section 51 (1)a*

Name: Amanda Dludla

Postal Address: P.O.Box 16314, Leondale, 1424

Street Address: 6 Berry Road, Roodekop, Germiston

Telephone: 011 866 2880

Fax: 011 866 2988

Email: amanda@reeftankers.co.za

Website: www.reeftankers.com

3. South African Human Rights Commission Guide *Section 51 (1)b*

In accordance with Section 10, the Human Rights Commission has created a simple guide in all official languages on how to use the PAIA. Parts of this guide have also been adapted to aid the design of this information manual.

This Guide is available free of charge for public inspection during office hours at various places mentioned below. Any person may request to have a copy of the Guide at a fee. The fee payable is R0,60c per every photocopy of an A4 size page or part thereof.



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PAIA Unit

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Postal address: Private Bag 2700, Houghton, 2041

Phone: +27 (11) 484-8300


Fax: +27 (11) 484-0582

E-mail: PAIA@sahrc.org.za

Website: www.sahrc.org.za

Copies of the SAHRC Guide are available at the following places:

- At the office of the head of the national department responsible for government communication: Government Communications and Information Services (GCIS);
- At the following places of legal deposit as defined in section 6 of the Legal Deposit Act of 1997 (Act No. 54 of 1997):
 1. Library of Parliament, Cape Town;
 2. The South African Library, Cape Town;
 3. Natal Society Library, Pietermaritzburg;
 4. The State Library in Pretoria;
 5. City Library Services, Bloemfontein;
 6. The National Film, Video and Sound Archives, Pretoria;
 7. Any other library or institution prescribed by the Minister of Justice and Constitutional Development for the purposes of certain prescribed categories of documents; and
 8. Every tertiary education institution established by or under any law.

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Copies of the Guide are also available in all official languages at the following offices:

1. Office of information officers of public bodies;
2. All offices of public bodies;
3. All Magistrate's Offices;
4. All offices of the Department of Justice and Constitutional Development;
5. All post offices;
6. In the Government Gazette.

The Guide is also available at all offices and on the website of the South African Human Rights Commission www.sahrc.org.za

4. Automatically Available Records *Section 51 (1)C PAIA & POPI Act No 4 of 2013*

The following categories of records are automatically available for inspection at head office, purchase or photocopying.

Reef Times (Quarterly Newsletter)

Minutes of Annual Management Review Meeting

Company Policies and Procedures

Driver Manual Copies

Corporate Business Profile



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5. Records in compliance with legislation Section 51 (1) PAIA & POPI Act No 4 of 2013

- Promotion to Access of Information Act 2 of 2000
- Promotion of Administration Justice Act 3 of 2000
- The Occupational Health and Safety Act No. 85 of 1993
- The Hazardous Substances Act No. 15 of 1973
- The Value-Added Tax Act No. 89 of 1991
- Income Tax Act No. 58 of 1962
- Companies Act No. 61 of 1973
- National Payment Systems Act No. 78 of 1998
- Basic Conditions of Employment Act No. 75 of 1997
- Employment Equity Act No. 55 of 1998
- Customs and Excise Act No. 91 of 1964
- Labour Relations Act No. 66 of 1995
- Unemployment Insurance Act No. 30 of 1966
- Financial Markets Control Act No. 55 1989
- The Mutual Banks Act No. 124 of 1993
- The Medical Schemes Act No. 131 of 1998
- The Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- The Atmospheric Pollution Prevention Act No. 45 of 1965
- The Prescription Act No. 68 of 1969
- The Second Hand Goods Act No. 23 of 1955
- The Insolvency Act No. 24 of 1936
- The Health Act No. 63 of 1977




- The Road Transportation Act No. 74 of 1977
- The Professional Engineers Act No. 81 of 1968
- The Land Survey Act No. 8 of 1997
- National Forests Act 84 of 1998
- Competition Act No. 89 of 1998
- National Veld and Forest Fire Act No. 101 of 1998.
- Environmental Conservation Act 73 of 1989
- National Environmental Management act 107 of 1998
- National Water Act 36 of 1998
- Water Services Act 108 of 1997

6. Subject records *PAIA & POPI Act No 4 of 2013*

6.1 Finance & Administration Department

- Asset Registers
- Banking Records
- Letter of Good Standing
- Tax Clearance documentation
- Contracts with customers
- IT Software details
- Management Accounts
- Stock Records
- Tax Records
- VAT records
- Invoices

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- Approved Supplier Lists & Details

6.2 Human Resources Department

- Employment Contracts
- Employment Equity records
- Payroll information
- Staff records
- Training records

6.3 Maintenance Department


- Maintenance details
- Procurement details
- Maintenance records & Job Cards
- Quality specifications
- Technical specifications

6.4 Sales and Marketing Department:

- Advertising campaign details
- Customer information
- Market information
- Marketing strategies
- Service Offering & Tender Documents
- Transport Rates
- Previous Sales Data

6.5 Health & Safety Department

- Incident Records
- Environmental Incident Data

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- Incident Trends
- ISO management manuals of integrated system
- Company Policies & Procedures
- Internal & External Audit Documents
- Calibration Certificates
- Medical Records
- Wellness records
- Safety Bulletins
- Accreditation Records

6.6 General:


- Company secretarial records
- Contracts and agreements
- Insurance records
- Property records
- Statutory records
- Trademark records

7. Procedure for requesting information *Section 51 (1)e PAIA & POPI Act No 4 of 2013*

A request for access to a record is made by completing a Request Form (Annexure 1).

7.1 Requirements


In order to access a record from Reef Tankers(Pty) Ltd the following requirements must be met.

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- That the request is made on the request form to the designated information officer of **Reef Tankers**
- That the completed request form is faxed or electronically mailed or hand delivered to the designated information officer of **Reef Tankers**
- That access to the requested record is not refused in terms of any of the grounds for refusal under Promotion to Access of Information Act, 2000

In the request form, the requester is required to provide the following information:

- Sufficient particulars to enable the designated information officer of **Reef Tankers** to identify the requester
- Sufficient particulars to enable the designated information officer of a **Reef Tankers** to identify the record, including the reference number, if that is known to the requester. If the space in the request form is not adequate, the requester may continue on a separate folio and attach it to the request form. The requester must sign all additional folios
- Clearly indicate the form of access or nature of the record in which the record should be provided
- The postal address or fax number of the requester in the Republic
- State the manner in which the requester would like to be informed about the decision on the request
- If the request is made on behalf on another person, to submit proof of the capacity in which the requester is making the request
- The requester must state the right that is to be exercised or protected and why the record requested is required for the exercise or protection of such right

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If the requester cannot read or write an oral request can be made and **Reef Tankers** will complete the request form on their behalf.

7.2 Prescribed Fees

All individuals have free access to the information manual which can be viewed during working hours from the person nominated in the designated information officer at head office as well as on the website. If an individual requests to see records from the automatically available records list, the individual may view those records free of charge during office hours or may download them from the website if they are available. If they require a copy of the record the prescribed fees below will apply.

If the requester requires a record listed in the information manual that is not automatically available, the requester after completing the form in Annexure 1 has to pay a request fee prescribed below. This fee must be paid with the request. If the requester is granted access to the record they may view the records during office hours free of charge. If they require a copy of the record the prescribed fees below will apply.

Please note that if the requester requires personal information as defined by the PAIA in terms of Section 54(1) they are not required to pay the prescribed fee.

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1. The fees for **reproduction** referred to in section 52(3) of the Act are prescribed as per the regulations relating to the promotion of access to information:

Description	Rand (Ex. Value Added Tax)
For every photocopy of an A4-size page or part thereof	1,10
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
For a copy in a computer-readable form on: <ul style="list-style-type: none"> • Stiffy disc • Compact disc 	7,50 70,00
A transcription of visual images, for an A4-size page or part thereof	40,00
For a copy of visual images	60,00
A transcription of an audio record, for an A4-size page or part thereof	20,00
For a copy of an audio record	30,00
To search for and prepare the record for disclosure: for each hour or part thereof, reasonably required for such search	30,00
To mail a copy of the record	The actual postal fee

2. The **request fee** payable by a requester (this is a non refundable admin fee) other than a personal requester, referred to in section 54(1) of the Act as per the regulations relating to the promotion of access to information:



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Description	Rand (Ex. Value Added Tax)
Request Fee	50,00

3. The **access fees** payable by a requester referred to in section 54(7), unless exempted under section 54(8), of the Act as per the regulations relating to the promotion of access to information are as follows:

Description	Rand (Ex. Value Added Tax)
For every photocopy of an A4-size page or part thereof	1,10
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
For a copy in a computer-readable form on: <ul style="list-style-type: none">• Stiffy disc• Compact disc	7,50 70,00
A transcription of visual images, for an A4-size page or part thereof	40,00
For a copy of visual images	60,00
A transcription of an audio record, for an A4-size page or part thereof	20,00
For a copy of an audio record	30,00



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To search for and prepare the record for disclosure: for each hour or part thereof, reasonably required for such search	30,00
To mail a copy of the record	The actual postal fee

Please note the following:


- The requester may be required to pay one third deposits of the access fees if the record search is expected to exceed 6 hours. The requester will be notified of the amount.
- The company may withhold a record until the deposit has been paid.
- If a request is refused access to the record after the deposit has been paid the requester will be refunded.

Payment details can be obtained from the designated information officer in the Contact Details (*Section 51 (1)a*).

8. Additional Prescribed Information *Section 51 (1)f PAIA & POPI Act No 4 of 2013*

The Minister of Justice and Constitutional Development has not made any regulations in terms of section 51(f) of the Act.

9. Grounds for Refusal *Section 62-70 PAIA & POPI Act No 4 of 2013*

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Reef Tankers may refuse a request for access to a record on the grounds of:

1. Interpretation
2. Mandatory protection of privacy of third party who is natural person
3. Mandatory protection of commercial information of third party
4. Mandatory protection of certain confidential information of third party
5. Mandatory protection of safety of individuals, and protection of property
6. Mandatory protection of records privileged from production in legal proceedings
7. Commercial information of private body
8. Mandatory protection of research information of third party, and protection of research information of private body
9. Mandatory disclosure in public interest

10. Appeals *Section 78-82 PAIA & POPI Act No 4 of 2013*

A requester that is dissatisfied with the information officer's refusal to disclose information, may within 30 calendar days of notification of the decision, apply to a Court for relief. Likewise, a third party dissatisfied with the information officer's decision to grant a request for information, may within 30 calendar days of notification of the decision, apply to a Court for relief. For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.



Annexure 1

**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 recorded below.*
- b. *Furnish an address and/or fax number in the Republic to which information must be sent.*
- 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 therefore.*

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. Your indication as to the required form of access depends 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 of 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? A postal fee 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 if 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. 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 on this day of 20.....

.....
Signature of requester/person on whose behalf request is made



12. Customer Privacy Notice *PAIA & POPI Act No 4 of 2013*

This Notice explains how we obtain, use and disclose your personal information, in accordance with the requirements of the Protection of Personal Information Act ("POPIA").

Reef Tankers (PTY) Ltd knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This policy describes the types of personal information that we may collect about you, the purposes for which we use the information, the circumstances in which we may share the information and the steps that we take to safeguard the information to protect your privacy.

As used throughout this policy, the term "the Company, "us" or "we" refers to Reef Tankers (PTY) Ltd. By engaging with us, you are accepting and consenting to the practices described in this privacy policy.

Any personal information provided to or gathered by the Company is controlled by us. Our physical, postal telephonic and electronic addresses for contact are as follows:

Reef Tankers (PTY) Ltd

Address: 6 Berry Road, Roodekop, Germiston, 1424

Tel: 011 866 2880

Information Officers Email: vic@reeftankers.co.za ; summen@reeftankers.co.za ; riaan@reeftankers.co.za

Website: www.reeftankers.com

What personal information do we collect?

The information we collect from you from any forms you may complete or via our website may include:

- **Personal information:** Company Director / ownership details, BBBEE information
- **Special personal information:** The term "special personal information" in this context refers to information relating to your religious or philosophical beliefs, race or ethnic origin, trade union membership, political opinions, health, sexual life or criminal behaviour. [We do not generally collect special personal information unless it is volunteered by you.
- The special personal information collected by the company: Company registration details, VAT details, Banking details etc.



- **Personal information about children:** We do not knowingly collect personal information from children (under 18 years of age) without the permission of their parent or guardian.
- **Contacting us via our website or otherwise:** When you use the website (our "Site") or contact us by post, telephone, fax, email, or other electronic communications such as social media platforms and or WhatsApp groups, we collect, store and use certain personal information that you disclose to us. This includes details such as your name, address, telephone, fax, email and mobile phone number as well as traffic data, location data, web logs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access. If you contact us, we may keep a record of that correspondence. It is expressly prohibited for any person, business or entity to gain unauthorized access to any page on our Site or to deliver or attempt to deliver any unauthorised, damaging or malicious code thereto.
- **Surveys:** We may ask you to complete surveys for business improvement / recommendations to improve our service.

What do we do with personal information collected from you?

We use personal information to provide the services and products you request from the Company such as fuel transportation quotes, services and other relating activities pertaining to the core business functions of Reef Tankers.

In addition, we use this information to improve our customer services platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf. The Company retains the copyright in databases of personal information of our customers and website users.


If you apply for employment at the Company, we use the personal information you supply to process your job application.

Other than as set out in this privacy policy we will not share your personal information with third parties for marketing or any other purposes without your consent, unless we are required to do so by law.

Does the Company share the information it receives?

Information about our members is an important part of our business and we do not sell it to others. The Company shares customer information only as described below.

- **Protection of the Company and others:** We release account and other personal information when we believe that such a release is appropriate to comply with the law; enforce or apply our customer or other agreements; or protect the rights, property or safety of the Company, our users or others.

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This includes exchanging information with other companies and organisations for fraud or investigation purposes.

How secure is information about me?

We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you. Customers and website users where necessary, and whether applicable now or in the future undertake not to use any user name or passwords relating to any other person.

- **Storage of data:** We retain your personal data only for the period necessary for the purposes set out in this Policy or in accordance with the provisions of any applicable legislation.

What choices do I have?

- **You have the right to request a copy of the personal information we hold about you or to object to the processing of personal information held about you.** To do this, contact us at the numbers/addresses listed earlier and specify what information you would like. We will take all reasonable steps to confirm your identity before providing details of your personal information.
- **You have the right to ask us to update, correct or delete your personal information.** You may do this by contacting us at the numbers/addresses provided earlier. We will take all reasonable steps to confirm your identity before making changes to personal information we may hold about you. We would appreciate it if you would keep your personal information accurate. Please update your information by contacting us at the numbers/addresses provided earlier whenever your details change.

Please note that we may amend this Policy from time to time.

Notices

If you have any concern about privacy at the Company, please e-mail us a thorough description and we will try to resolve the issue for you. Our business changes constantly and our privacy policy and our website terms and conditions will also change from time to time

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Managing Director/Information officer emails addresses as listed above