

ISO 9001 2015

QUALITY MANAGEMENT SYSTEM

PROCEDURE	PROCESS NUMBER:	QMProcC 7-76-01
ACCESS TO INFORMATION MANUAL (PRIVATE COMPANY)	DATE:	29 June 2021
	VERSION:	0001

PREPARED IN TERMS OF SECTION 51 OF PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

PURPOSE: Of the manual in terms of PAIA	The purpose of this Manual is to assist people who wish to access information in terms of the PAIA from the Celcom Group
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PROCEDURE	Responsibilities
1.Request for Access to information	<p>When a person requires access to information as contemplated in the Act, the requester can contact, the Appointed Information Officer.</p> <p>Section 25(2) states the following:</p> <ul style="list-style-type: none"> • If request for access is granted, the notice in terms of subsection(1)(b) must state- <ul style="list-style-type: none"> a) The access fee (if any) to be paid upon access. b) The form in which access is granted and

	<p>c) That a requester may lodge an internal appeal or an application with a court, against the access fee to be paid or the form of access 15 granted (the request needs to reach our offices in writing and the Company has 7 working days to respond) for lodging the internal appeal or application, as the case may be. The request must also be in writing and the Company will have 7 working days to respond.</p> <ul style="list-style-type: none"> • Should the request be refused, the notice in terms of subsection (1)(b) has to <ul style="list-style-type: none"> a) State a proper reason for refusal, including provisions in this Act relied upon b) Any reference to the content of the record, has to be omitted and c) State that an internal; appeal or an application with a court can be lodged, against the refusal, by the requester, (Application in writing and the company has 7 working days to respond)
<p>2.Terms used in this documentation</p>	<ul style="list-style-type: none"> • Terms defined in this Act shall have the meaning Set out herein. • References to sections shall be a reference to sections in the Act and shall be as well as the Act in its full capacity.
<p>3. Background of The Celcom Group (Pty) Ltd</p>	<p>A complete description of The Celcom Group and its subsidiaries, are available through our Vision and Mission statement as well as a general background on our Website: https://online.celcom.co.za/ https://celcom.co.za/ https://celcomgroup.co.za/ https://vpsvirtual.com/ https://grandprixstore.co.za/ https://vodabucks.celcom.co.za/ https://www.we-are-in-touch.com/</p>
<p>4.Organization Details</p> <p>Name:</p>	<ul style="list-style-type: none"> • Celcom Group(Pty) Ltd

<p>Physical Address:</p> <p>Postal Address:</p> <p>Contact Details:</p> <p>Website address:</p>	<ul style="list-style-type: none"> • Building A, 21 Woodlands drive, Woodmead Country Club Estate, Woodmead, 2191 • PO Box 392, Gallo Manor 2052 • 011 357 8600 • https://celcomgroup.co.za
<p>5.Details of the Information Officer</p> <p>Name:</p> <p>Contact number:</p>	<ul style="list-style-type: none"> • Elizabeth Whitford • 011 357 8600
<p>6.Section 51(1)(c)</p>	<p>In terms of Section 52, a private body may, on a voluntary and periodic basis, submit to the Minister, a description of categories of records which are automatically available without a person having to request access in terms of this Act. This includes records which are available:</p> <ul style="list-style-type: none"> • for Inspection • for purchase or copying from The Celcom Group (Pty) Ltd • from The Celcom Group (Pty) Ltd, free of charge. <p>Records pertaining to this act, security and safeguards will be accessible. Must request on our website and downloadable.</p>
<p>7. Section 51(1)(d)</p>	<p>The following records will be made available by The Celcom Group (Pty) Ltd according to South African Legislation, these records will be available to the appropriate Governmental Departments:</p> <ul style="list-style-type: none"> • Basic Conditions of Employment Act 75 of 1997 • Compensation for Occupational Injuries and Diseases Act 130 of 1993 • Income Tax Act 58 of 1962 • Labour Relations Act 66 of 1995 • Occupational Health and Safety Act 85 of 1993 • Skills Development Act 97 of 1998 • Unemployment Insurance Act of 2001 • Unemployment Insurance Contribution Act 4 of 2002 • Value Added Tax Act 89 of 1991

<p>8. Section 51(1)(e)</p>	<p>The Celcom Group (Pty) Ltd and its subsidiaries keep record of the following list of documentation in its Day- to- day operation:</p> <ul style="list-style-type: none"> • Accounting Records • Information Technology Records • Intellectual Property- Advise Celcom IP and trademark can be referenced. • HR and Personnel Records • Sales and Marketing • Statutory Company Records • Client Databases • Internal Phone number Lists • Policies • Directives • Minutes of Meetings • Administrative Information
<p>9. Requesting Procedure</p>	<ul style="list-style-type: none"> • A person who would like access to any records need to complete the necessary request form, as per Annexure A, and the completed form needs to be sent to The Celcom Group- please advise on the lisa.whitford@celcomgroup.co.za to be used or fax to 011 357 8630 and mark for the attention of the Information Officer. • The Requester should indicate which access is required and identify the right that is sought to be exercised or protected. • The requester should provide an explanation of why the record is required for the exercise and or protection of that right- Proof of the capacity in which the requester is seeking information has to be provided.
<p>10. Availability of the Manual</p>	<p>The following options are available:</p> <ul style="list-style-type: none"> • This Manual is available for inspection by the general Public upon request, during office hours, no fee for viewing, at our office. • The manual will be available on our website: https://celcomgroup.co.za
<p>11. Fees</p>	<ul style="list-style-type: none"> • A requester who seeks access to a record containing personal information about the said requester, is not required to pay a fee. • Any other requester who is not a personal requester must pay required Fee. <p>a) A fee will be required by the Information Officer before further processing of the Request in terms of S54 of the Act can continue.</p>

- b) The Information Officer can withhold the record until the requester has paid the applicable fee.
- c) A requester fee of R50 (appears to be general) is required, should the request be refused, the amount will be refunded.
- d) A portion (not more than one third) may be required before the request is considered.

The requester may lodge an application with a court against the payment of the Requested fee in terms of S54(3)(b) of the Act.

APPROVAL

POSITION:	NAME:	SIGNATURE:	DATE:
Group CEO	S. Brachini		2021-07-02
Group CCO	L. Brachini		2021-07-02
Group CFO	B. Toker	<i>Brett Toker</i>	2021-07-02
Group Information Officer	E. Whitford		2021-07-02
Group Operations and IT Executive	G. Billau	<i>Greg Billau</i>	2021-07-02
Group Sales Executive	J. Dinis		2021-07-02
Group Financial Executive	M. Nel	<i>M Nel</i>	2021-07-02
Supply Chain Manager	C. van Heerden		2021-07-02
Marketing Manager	J. Conradie	<i>Justin Conradie</i>	2021-07-02
Corporate Sales Executive	S. Roux	<i>Siegfried Roux</i>	2021-07-02

Audit Trail

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05/07/2021 10:44:30 SAST+0200: lucab@celcomgroup.co.za (Luca Brachini) completed signing document 41.13.191.63
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05/07/2021 10:43:47 SAST+0200: lucab@celcomgroup.co.za (Luca Brachini) opened document 41.13.191.63
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05/07/2021 10:01:22 SAST+0200: brett@celcomgroup.co.za (Brett Toker) completed signing document 105.27.143.114
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05/07/2021 09:24:43 SAST+0200: lisa.whitford@celcomgroup.co.za (Lisa Whitford) accepted QuicklySign Terms and Conditions 105.27.143.114
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02/07/2021 09:33:22 SAST+0200: lisa.whitford@celcomgroup.co.za (Lisa Whitford) changed the status to:awaiting_signatures 105.27.143.114
02/07/2021 09:20:43 SAST+0200: lisa.whitford@celcomgroup.co.za (Lisa Whitford) uploaded document 105.27.143.114

Supporting documentation

Supporting documents that were uploaded, as part of the signing process, can be found on document page online.

Online verification

This document can be verified online here

https://app.quicklysign.com/verify_document/THPPDktgSmfX9Q17a66174656_VyjGHSVR6a7i0l