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**MANUAL PREPARED IN TERMS OF SECTION 51 OF  
THE PROMOTION OF ACCESS TO INFORMATION ACT 2000  
(ACT 2 OF 2000)**

**INDEX**

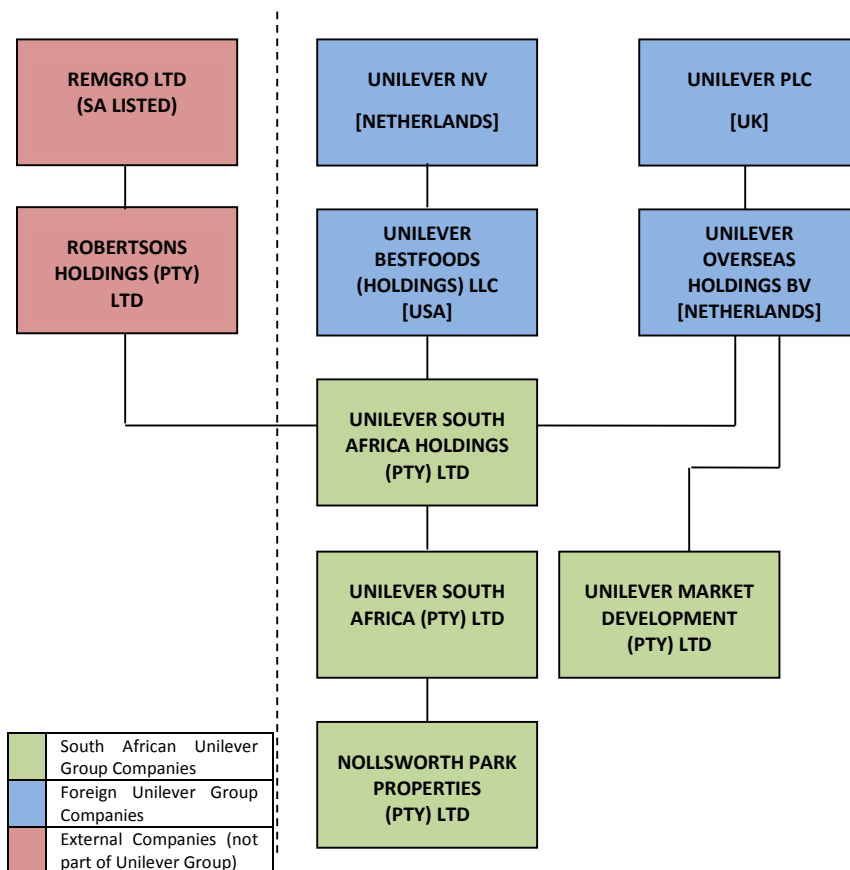
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## 1. INTRODUCTION

This manual is based on the blueprint issued by the South African Human Rights Commission (“SAHRC”).

The Unilever Group companies, operating within South Africa (“Unilever”), supply home, personal care and foods brands to outlets ranging from small spaza shops to large supermarkets throughout South Africa.

### Unilever Group Corporate Structure within South Africa:



## PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

### 2. CONTACT DETAILS

[Section 51(1)(a)]

- 2.1 Name of main operating private bodies: *Unilever South Africa (Proprietary) Limited*
- 2.2 Head of private body: Peter Andrew Cowan
- 2.3 Postal address of private body: *P O Box 4923, Durban, 4000*

- 2.4 Street address of private body: *15 Nollsworth Crescent, Nollsworth Park, La Lucia Ridge Office Estate, La Lucia, 4051*
- 2.5 Telephone number of private body: *031 570 3000*
- 2.6 Fax number of private body: *031 570 2644*
- 2.7 Person designated to deal with requests: Kim Morgan-Verlaque ("the designated head").
- 2.8 Electronic mail address of the designated head: [Kim.Morgan-Verlaque@Unilever.com](mailto:Kim.Morgan-Verlaque@Unilever.com)

### **3. THE SECTION 10 GUIDE ON HOW TO USE THE ACT**

*[Section 51(1)(b)]*

The Guide contemplated in Section 10 of the Promotion of Access to Information Act ("the Act") will be available from the South African Human Rights Commission ("SAHRC") by not later than August 2003.

Please direct any queries regarding the Guide to:

The South African Human Rights Commission : PAIA Unit  
The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 484 8300

Fax: +27 11 484 0582

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

### **4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

*[Section 51(1)(d)]*

Records are available in accordance with the following legislation:

- 4.1 Income Tax Act 58 of 1962 : Section 75;
- 4.2 Unemployment Insurance Act 63 of 2001 : Sections 42 and 56;
- 4.3 Value Added Tax Act 89 of 1991 : Section 55;
- 4.4 Compensation for Occupational Injuries and Diseases Act 130 of 1993 : Sections 80 – 82;
- 4.5 Occupational Health and Safety Act 85 of 1993 and Occupational Health and Safety Regulations;

- 4.6 Labour Relations Act 66 of 1995 : Section 89;
- 4.7 Basic Conditions of Employment Act 75 of 1997 : Sections 29(4), 30 and 31;
- 4.8 Employment Equity Act 55 of 1998 : Section 26;
- 4.9 Skills Development Levies Act 9 of 1999 : Section 13;
- 4.10 Pension Funds Act 24 of 1956 : Sections 5(2), 15 and 35;
- 4.11 Companies Act 71 of 2008
- 4.12 The records that are required in terms of section 134 of the Insolvency Act 24 of 1936.
- 4.13 Consumer Protection Act 68 of 2008
- 4.14 Protection of Personal Information Act 4 of 2013

## **5. ACCESS TO THE RECORDS HELD BY UNILEVER**

*[Section 51(1)(c) and 51(1)(e)]*

- 5.1 The latest notice regarding the categories of records of the body, which are available without a person having to request access in terms of the Act in terms of Section 52(2) [Section 51(1)(c)]:

*nil*

In the absence of the Section 52(2) notice, certain records are freely available without request on Unilever's website: [www.unilever.co.za](http://www.unilever.co.za) .

- 5.2 The subjects on which the private body 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:

### **5.2.1 HUMAN RESOURCES DEPARTMENT**

- 5.2.1.1 Unilever administration policies and procedures
- 5.2.1.2 List of contractors / sub-contractors
- 5.2.1.3 Registrations with Department of Labour: UIF, COIDA and Skills Development Levies Act
- 5.2.1.4 Address lists and internal telephone lists
- 5.2.1.5 Personnel files
- 5.2.1.6 Letters of appointment
- 5.2.1.7 Fringe benefit breakdown
- 5.2.1.8 Leave forms
- 5.2.1.9 Employee contracts of employment

- 5.2.1.10 List of employees
- 5.2.1.11 Payroll records
- 5.2.1.12 Recruitment records
- 5.2.1.13 Training records, manuals, materials and reports
- 5.2.1.14 UIF returns
- 5.2.1.15 CCMA records
- 5.2.1.16 Disciplinary hearings
- 5.2.1.17 Salary packages
- 5.2.1.18 Employment equity records and reports

## 5.2.2 **SECRETARIAL AND LEGAL**

- 5.2.2.1 Company statutory records
- 5.2.2.2 Share certificates
- 5.2.2.3 Powers of attorney / proxies
- 5.2.2.4 Central contracts register
- 5.2.2.5 Record of major litigation / arbitration proceedings
- 5.2.2.6 Insurance policies
- 5.2.2.7 Title deeds
- 5.2.2.8 Mortgage bonds
- 5.2.2.9 Trade mark, copyright, patent, service mark certificates and registrations

## 5.2.3 **FINANCIAL ACCOUNTS**

- 5.2.3.1 Audited financial statements
- 5.2.3.2 Accounting records
- 5.2.3.3 Debtors and creditors information
- 5.2.3.4 Assets registers
- 5.2.3.5 Public utility accounts

## 5.2.4 **TREASURY**

- 5.2.4.1 Banking information and mandates
- 5.2.4.2 VAT registration certificate
- 5.2.4.3 Income tax records
- 5.2.4.4 Tax records
- 5.2.4.5 Monthly receipts from SARS

## 5.2.5 **SAFETY, HEALTH AND ENVIRONMENT**

- 5.2.5.1 Complete Safety, Health and Environment Risk Assessment
- 5.2.5.2 Environmental Managements Plans
- 5.2.5.3 Inquiries, inspections, examinations by environmental authorities

## 5.2.6 **MARKETING DEPARTMENTS**

- 5.2.6.1 Advertising and promotional material

## 5.2.7 **SALES DEPARTMENTS**

- 5.2.7.1 Customer details
- 5.2.7.2 Credit application information
- 5.2.7.3 Information and records provided by a third party

## 5.2.8 **IT DEPARTMENT**

- 5.2.8.1 Information technology systems and user manuals

## 5.2.9 **CORPORATE AFFAIRS**

- 5.2.9.1 Records of all donations to education and society

- 5.3 General information about Unilever can be accessed via the internet on [www.unilever.co.za](http://www.unilever.co.za), which is available to all persons who have access to the internet.

## **6. THE REQUEST PROCEDURES**

### 6.1 Form of request:

- 6.1.1 The requester must use the prescribed form, as attached in terms of Article 8 of this manual, to make the request for access to a record. This must be made to the designated head. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].
- 6.1.2 The requester must provide sufficient detail on the request form to enable the designated head to identify the record and the requester.
- 6.1.3 The requester should indicate which form of access is required.
- 6.1.4 The requester should indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].
- 6.1.5 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- 6.1.6 If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the designated head of the private body [s 53(2)(f)].
- 6.2 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee.
- 6.3 Every other requester, who is not a personal requester, must pay the required request fee.

- 6.4 The designated head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- 6.5 The fee that the requester must pay to a private body is currently R50,00. The requester may lodge an application to the court against the tender or payment of the request fees 54(3)(b)].
- 6.6 After the designated head of the private body has made a decision on the request, the requester must be notified in the required form.
- 6.7 If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

## **7. OTHER INFORMATION AS MAY BE PRESCRIBED**

*[Section 51(1)(f)]*

As at the date of this manual, the Minister of Justice and Constitutional Development has not made any regulations in this regard.

## **8. AVAILABILITY OF THE MANUAL**

*[Section 51(3)]*

This manual is available:

- 8.1 for inspection at the office of Unilever, free of charge;
- 8.2 from the SAHRC.

## **9. FEES IN RESPECT OF PRIVATE BODIES**

- 9.1 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.
- 9.2 The fees for reproduction referred to in regulation 11(1) are as follows:

	<b>R</b>
(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 –	7,50
(i) Stiffy disc	70,00
(ii) Compact disc	

(d)		40,00
	(i) For a transcription of visual images, for an A4-size page or part thereof	60,00
	(ii) For a copy of visual images	
(e)		20,00
	(i) For a transcription of an audio record, for an A4-size page or part thereof	30,00
	(ii) For a copy of an audio record	

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

9.4 The access fees payable by a requester referred to in regulation 11(3) are as follows:

	<b>R</b>
(1) (a)	1,10
	For every photocopy of an A4-size page or part thereof
(b)	0,75
	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form
(c)	
	For a copy in a computer-readable form on –
	(i) Stiffy Disc 7,50
	(ii) Compact Disc 70,00
(d)	40,00
	(i) For a transcription of visual images, for an A4-size page or part thereof 60,00
	(ii) For a copy of visual images
(e)	20,00
	(i) For a transcription of an audio record, for an A4-size page or part thereof 30,00
	(ii) For a copy of an audio record
(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.



## 10. PRESCRIBED FORMS

### 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.

<b>1. If the record is in written or printed form:</b>			
	copy of record*		inspection of record
<b>2. If record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
	view the images		copy of the images*
			transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
	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? <b>Postage is payable.</b>			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?  
\_\_\_\_\_

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

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