



DOLE AFRICA HOLDINGS (PTY) LTD
(Registration number 2019/104800/07)

AND ITS SUBSIDIARIES

Dole Africa (Pty) Ltd (Registration number 2004/032448/07)

Dole South Africa (Pty) Ltd (Registration number 1997/020817/07)

Rekopane Estates (Pty) Ltd (Registration number 2005/011418/07)

Fruitcare Services (Pty) Ltd (Registration number 1999/002892/07)

MANUAL

in terms of

SECTION 51 of

THE PROMOTION OF ACCESS TO INFORMATION ACT 2/2000

("the Act")



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PAIA MANUAL

DOLE AFRICA HOLDINGS AND ITS SUBSIDIARIES ("DAH GROUP")

Manual prepared in terms of Section 51 of the
Promotion of Access to Information Act, No. 2 of 2000, (the "Act") for
Dole Africa Holdings (Pty) Ltd, Registration No: 2019/104800/07

1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

The Promotion of Access to Information Act, No 2 of 2000 ("the Act") was enacted on 3 February 2000, giving effect to the constitutional right in terms of section 32 of the Bill of Rights contained in the Constitution of the Republic of South Africa 108 of 1996 ("the Constitution") of access to any information held by the state or any information that is held by another person and that is required for the exercise or protection of any rights. In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements except where the Act expressly provides that the information may or must not be released. The Act sets of the relevant procedures to be adopted when such an information request is received by the DAH Group.

This PAIA Manual is intended to ensure that the DAH Group complies with the Act and to foster a culture of transparency and accountability with the DAH Group by giving effect to the right to information.

Section 9 of the Act recognizes that the right to access information cannot be unlimited and should be subject to justifiable limitations, including but not limited to: i) limitations aimed at the reasonable protection of privacy (refer the POPIA company Privacy Policy on the website: www.dolesa.co.za); ii) commercial confidentiality and iii) effective and efficient governance and in a manner which balances that right with other rights.

In addition, this PAIA Manual complies with the requirements set out in Section 10 of the Act and recognizes that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act.

2. DEFINITIONS

PAIA gives a **requester** the right to lodge a request for information with the Information Officer of a **private body**.

A **private body** is defined as follows in PAIA:

"(a) a natural person who carries or has carried on any trade, business or profession, but only in such capacity;

(b) a partnership which carries or has carried on any trade, business or profession; or

(c) any former or existing juristic person”

PAIA defines the **head of a private body** as: *“the chief executive officer or equivalent officer of the juristic person or any person duly authorized by that office....”*

A **requester** means –

*“(i) any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or
(ii) a person acting on behalf of the person contemplated in subparagraph (i);”*

3. OVERVIEW OF DAH GROUP

Dole Africa Holdings (Pty) Ltd, (“DAH GROUP”) is a SA investment holdings company, with investments in subsidiaries which includes international export –; import –; clearing - and forwarding agent business; trading and production of fresh perishable produce (mainly fresh fruit).

List of Subsidiaries:

- a) Dole Africa (Pty) Ltd (Registration No: 2004/032448/07)
- b) Dole South Africa (Pty) Ltd (Registration No: 1997/020817/07)
- c) Rekopane Estates (Pty) Ltd (Registration No:2005/011418/07)
- d) Fruitcare Services (Pty) Ltd (Registration No: 1999/002892/07)

Board of Directors of the DAH Group:

Available from the Company Secretary: dolecpt@dole.com, Telephone Number: +27 21 983 3600

4. CONTACT DETAILS (Section 51 (1) (a))

Managing Director:

Hannes Nieuwoudt

Postal Address: PO BOX 4220, Old Oak, Cape Town, 7537, South Africa
Street Address: D'Urban Square, 26 Bella Rosa Street, Rosenpark, Bellville, 7530, South Africa
Telephone Number: +27 21 983 3600
Email: hannes.nieuwoudt@dole.com
Website: www.dolesa.co.za

Information Officer:

Sias Fouchè

Postal Address: P O Box 4220, Old Oak, Cape Town, 7537, South Africa
Street Address: D'Urban Square, 26 Bella Rosa Street, Rosenpark, Bellville, 7530, South Africa
Telephone Number: +27 21 983 3600
Email: sias.fouche@dole.com
Website: www.dolesa.co.za

Communications Officer

Theda Doman

Postal Address: P O Box 4220, Old Oak, Cape Town, 7537, South Africa
Street Address: D'Urban Square, 26 Bella Rosa Street, Rosenpark, Bellville, 7530, South Africa
Telephone Number: +27 21 983 3600
Email: theda.doman@dole.com
Website: www.dolesa.co.za

This PAIA Manual of the DAH Group is available to view at its premises: D'Urban Square, 26 Bella Rosa Street, Rosenpark, Bellville, 7530, South Africa and on its website: www.dolesa.co.za .

5. INFORMATION OFFICER

The Act prescribes the appointment of an Information Officer where such Information Officer is responsible, inter alia, to assess requests for access to information. Unless otherwise stipulated, the Information Officer appointed in terms of that Act herein will also be the appointed Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer therefore oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of Section 55 of POPIA 2013.

6. THE ACT AND SECTION 10 GUIDE

The South African Human Rights Commission has compiled the Guide as required in terms of Section 10 of the Act.

Requestors are referred to the Guide in terms of Section 10 which will contain information for the purposes of exercising their Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

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.

7. REQUEST PROCEDURES and FACILITATION

7.1. Procedural requirements:

- i) The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- ii) The requester must complete the prescribed form enclosed hereto and submit same as well as payment of the required fee/s and a deposit if applicable to the Information Officer at the postal or physical address, fax number or electronic mail address as noted in 6 above;
- iii) The prescribed form must be completed with sufficient information to enable the Information Officer to identify:
 - The record/records requested;
 - The identity of the requester;
 - The rights based on which the requester is requesting the information or copies of documents.
 - Which form of access is required and supply the postal or physical address to which the information or copies are to be sent and/or the fax number or electronic mail address of the requester;
- iv) The DAH Group will process the request within a period of 30 (thirty) business days from the date of receipt of the request unless the requester has stated special reasons acceptable to the Information Officer for the information to be delivered sooner;
- v) The Information Officer shall advise the requester whether access is granted or denied in respect of the request and such notice shall be in writing. Unless the requester requests reasons for a decision, the Information Officer shall not be obliged to supply such reasons;
- vi) The above request should be made by the requester him/herself but in the event that the request is made on behalf of someone else, then proof of the authorization must accompany the initial request to the Information Officer;
- vii) The required fees must be paid before any further processing can take place;
- viii) The Information Officer's response may be delayed if it is found that information required from the requester is outstanding on the request and will remain delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information.

7.2. Refusal of Access to Records

- i) The main grounds on which the DAH Group may refuse a request for information relate to:
 - The mandatory protection of privacy of a third party who is a natural or deceased person or a juristic person as precluded by the POPIA 4 of 2013;

- The mandatory protection of the commercial information of a third party if the records contain trade secrets, financial/commercial/scientific or technical information which may cause harm to such third party if disclosed;
 - The mandatory protection of confidential information if it is protected in terms of an agreement;
 - The mandatory protection of records which would be regarded as privileged in legal proceedings.
- ii) The commercial activities of the DAH Group which may include:
- Trade secrets of the DAH Group;
 - Financial, commercial, scientific or technical information where harm may be caused to the company;
 - Information which, if disclosed, may put the DAH Group at a disadvantage in terms of commercial competition;
 - Any software or hardware or any computer program to which the DAH Group has copyright.
- iii) Requests which are clearly frivolous or vexatious and which divert from usual resources.

Each request for information will be assessed by the DAH Group's Information Officer on its own merits and in accordance with reasonable and applicable legal principles.

7.3. Lost records

If a requested record cannot be found or if the record does not exist, the Information Officer shall make an affidavit or other acceptable declaration to such effect notifying the requester that it is not possible to give access to the request.

Additional to the Act, the www.sahrc.org.za website provides guidance and details to request information or lodge an appeal.

8. PRESCRIBED FEES

The Act refers to two types of fees, namely the request fee which is a form of administration fee payable by all requesters except personal requesters and the access fee which is payable by all requesters in the event that the request is granted. This fee includes the costs of obtaining and preparing a record for delivery to the requester. Detail information relating to the fees payable if a request is granted is described by the Information Regulator in Form 3 – “Outcome of Request and Fees Payable”, which is available on the Information Regulators website.

9. INFORMATION AVAILABLE IN TERMS OF LEGISLATION

Information is available in terms of certain provisions of legislation as listed in QMS document 00005/TQM.

Department	Legal requirements; regulations; legislation and standards
Farms	Conservation of Agricultural Resources Act, 43 of 1983 ("CARA")
Farms	Environmental Conservation Act 73 of 1989 ("ECA")
Farms	Extension of Security of Tenure Act 62 of 1997 ("ESTA")
Farms	Mountain Catchment Areas Act, 63 of 1970 ("MCAA")
Farms	National Building Regulations and Building Standards Act, 103 of 1977 ("NBRA")
Farms	National Environment Management Act 107 of 1998 ("NEMA")
Farms	National Heritage Resources Act [No. 25 of 1999]
Farms	National Veld and Forest Fire Act 101 of 1998 ("the Fire Act")
Farms	National Water Act 36 of 1998 ("the Water Act")
Farms	Prevention of Illegal Eviction from and Unlawful Occupation of Land Act 19 of 1998 ("PIE")
Farms	Subdivision of Agricultural Land Act 70 of 1970 ("SALA")
Farms	The National Heritage Resources Act, 25 of 1999 ("NHRA")
Finance	Bills of Exchange Act 34 of 1964 ("the Bills Act")
Finance	Business Act 71 of 1991
Finance	Broad-Based Black Economic Empowerment Act 53 of 2003 ("the B-BBEE Act")
Finance	Collective Investment Schemes Control Act, 2002
Finance	Co-operative Banks Act, 2007
Finance	Finance Act, 2007
Finance	Financial Intelligence Centre Act 38 of 2001 ("FICA")
Finance	National Credit Act 34 of 2005 ("the NCA")
Finance	Public Finance Management Act, 1999
Finance	South African Reserve Bank Act, 1989
Finance	South African Revenue Service Act, 1997
Finance	Tax Administration Act, 2011
Finance	The Income Tax Act 58 of 1962 ("the Income Tax Act")
Finance	Tax on Retirement Funds Act, 1996
Finance	The Insolvency Act 24 of 1936 ("the Insolvency Act")
Finance	Taxation Administration Act 28 of 2011 ("The TAA")
Finance	The Value Added Tax Act 89 of 1991 ("the VAT Act")
Finance/ Supply Chain	Customs and Excise Act 91 of 1964 ("the Excise Act")
FSQA	Agricultural Pests Act 36 of 1983 ("the APA")
FSQA	Agricultural Products Standards Act 119 of 1990 ("the APSA")
FSQA	Consumer Protection Act 68 of 2008 ("CPA")
FSQA	Fertilizers, Farm Feed, Agricultural Remedies and Stock Remedies Act 36 of 1947 {Fertilizer's Act}
FSQA	Foodstuffs, Cosmetics, and Disinfectants Act 54 of 1972 ("the FCD Act")
FSQA	Genetically Modified Organisms Act 15 of 1997 ("the GMO Act")
FSQA	Perishable Products Export Control Act 9 of 1983 ("the PPECA")
FSQA	Plant Improvement Act 53 of 1976 ("PIA")
HR	Agricultural Labour Act 147 of 1993 ("the ALA")
HR	Basic Conditions of Employment Act 75 of 1997 ("the BCE Act")
HR	Basic Conditions of Employment Amendment Act, No 11 of 2002
HR	Compensation for Occupational Injuries and Diseases Act 130 of 1993 ("the Compensation Act")

Department	Legal requirements; regulations; legislation and standards
HR	Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996)
HR	Employment Equity Act 55 of 1998 ("the EEA") (Form A4 refer to Commission for Gender Equality Act, 1996)
HR	Employment Tax Incentive Act 26 of 2013 ("ETIA")
HR	Income Tax Act, 1962
HR	Labour Relations Act 66 of 1995 ("the LRA")
HR	Manpower Training Act, 1981
HR	National Road Traffic Act, 1996 (Act No. 93 of 1996)
HR	Occupational Health and Safety Act, 1993 (Act No. 85 of 1993)
HR	Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000 ("PEPUDA")
HR	Skills Development Act 97 of 1998 ("the SDA")
HR	Skills Development Levies Act 9 of 1999 ("the Skills Levies Act")
HR	Tobacco Products Control Act 83 of 1993 ("the Tobacco Act")
HR	Unemployment Insurance Act 63 of 2001 ("the UIA")
HR	Unemployment Insurance Contributions Act 4 of 2000 ("the UICA")
HR	Workmen's Compensation Act
Marketing	Agricultural Produce Agents Act 12 of 1992 ("the APAA")
Marketing	Marketing of Agricultural Products Act 47 of 1997 ("MAPA")
Marketing	Plant Breeders' Rights Act 15 of 1976 ("the Breeders' Act")
Other	Companies Act 71 of 2008 ("the Companies Act")
Other	The Protection of Personal Information Act 4 of 2013 ("POPIA")
Other	Constitution of the Republic of South Africa 2008 ("the Constitution")
Other	Prevention and Combatting of Corrupt Activities Act 12 of 2004 ("PACCA")
Other	Electronic Communications Act 36 of 2005 ("the ECA")
Other	Promotion of Access to Information Act 2 of 2000 ("PAIA")
Other	Electronic Communications and Transactions Act 25 of 2002 ("ECTA")
Other	Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) ("PAJA")
Other	Protected Disclosures Act (no 26 of 2000) (Whistle blowers Act SA)
QMS	The Consumer Protection Act 68 of 2008 ("CPA")
Risk	Conversion of SASRIA Act, 1998 (Act No. 134 of 1998) - South African Special Risks Insurance Association
Risk	Long-term Insurance Act, 1998
Risk	Short-term Insurance Act, 1998
Supply Chain	Custom Control Act 31 of 2014 ("the CCA")
Supply Chain	Customs Duty Act 30 of 2014 ("the CDA")

10. INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying: None.

11. INFORMATION AVAILABLE IN TERMS OF THE ACT

The subjects on which the business holds records and the Categories on each subject are as listed below (more detail is available in the GDPR/POPI record list, QMS document 00004/TQM).

Please note that a requester is not automatically allowed access to these records and that access to them may or must be refused in accordance with sections 62 to 69 of The Act.

11.1. Accounting records

- Annual financial statements and working papers
- General ledger
- Subsidiary ledgers (receivables, payables, etc.)
- Bank statements, cheque books, cheques

- Customer and supplier statements and invoices
- Deposit slips
- Cash books and petty cash books
- Fixed asset register
- Tax returns and assessments
- VAT returns
- Lease or instalment sale agreements
- Budgets and business plans
- Insurance records
- Auditor's reports
- Internal auditors' reports
- Compiler's reports
- Accounting officer's reports
- Reviewer's reports
- Inventory records (including stock take)
- Systems documentation
- Management reviews
- Capital expenditure
- Record of assets
- Record of liabilities
- Record of loans to related parties
- Record of liabilities and obligations
- Record of property held
- Record of revenue
- Record of expenses

11.2. Auditors

- Correspondence

11.3. Credit Agreements

- Credit Provider's documents

11.4. Fixed Property

- Leases
- Mortgage bonds or other encumbrances
- Title deeds

11.5. Health and Safety

- Evacuation Report

11.6. Information Technology; Systems & SOX

- Hardware
- Internet
- Software packages
- Telephone exchange equipment
- Telephone lines, leased lines and data lines
- Web registrations
- Ticket system ticket. Type = User Access change
- System generated Account Reviews per user (Excel)
- Vendor Audit Reports

11.7. Insurance

- Claim records
- Details of coverage, limits and insurers

- Insurance policies

11.8. Intellectual Property

- None

11.9. Legal, Agreements and Contracts

- Contracts with Customers
- Contracts with Employees
- Contracts with External Service Providers
- Contracts with Suppliers with shareholders, officers or directors

11.10. Personnel Records (Human Resources)

- Disciplinary records
- Employee information records
- Employee loans
- Employee remuneration
- Employment applications
- Employee date of birth
- Employment contracts
- Group personal accident
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Payroll
- Particulars of each employee
- Personnel file
- Recruitment and appointments
- Salary and wage registers
- Salary slips and wage records
- Tax returns of employees
- Training and development
- UIF, PAYE and SDL returns
- Workmen's Compensation documents

11.11. Marketing

- Newsletters
- Service and product information
- Grower & Customer registration details
- Marketing agreements
- Debt Acknowledgement
- Grower Estimates
- Invoices, Credit notes, C-notes
- First allocation of season
- Allocations
- DIP approvals & Cost chains
- Quality records
- Orchard Inspections
- Special Market List

11.12. Statutory Company Records

- Annual Statutory Returns
- Certificate of Change of Name
- Certificate of Incorporation

- Certificate to Commence Business
- Dividend register
- Directors' attendance register
- Memorandum and Articles of Association
- Notice and minutes of shareholders' meetings
- Minutes of directors' meetings
- Proxy documents
- Resolutions
- Shareholders' agreements
- Shareholders' register

11.13. Tax

- Income tax returns
- Provisional tax returns
- Tax assessments
- VAT documents

11.14. Supply Chain

- Export Documentation
- Shipping Instructions
- FCS Rules of Engagement
- Logistics contracts
- Estimated logistics cost chain standards
- Vessel recap
- Bookings - Cargo specification, Forecasts, communication records & Q67
- Airfreight loading documentation
- Stock reports
- Allocations & Vessel Specifications
- Fruit age protocol management documentation
- Consignment notes & Packing List
- Deviation reports
- Land transport communication records
- Ad hoc depot service records: Quotation / Invoice and cost recovery records
- Re-inspection records: Communications & Invoices
- Reconciliation sheets
- Code & Producer registration records
- Holding Back Documents (Non-Release of Bills)
- Claim documentation

11.15. Food Safety and Quality Adherence

- Minimum Supplier Requirements & Due Diligence Documentation
- Crop protection verification - Spray programs/records
- Chemical & residue restrictions from clients/receivers communicated to growers.
- Managing residue testing - Various residue COAs
- Handling food safety incidents: Food safety incident report & e-mails
- Recall Manuals

- Quality feedback to producers: Various reports, photos, emails to Quality Inbox
- Post-delivery product evaluation (form)
- Dispensation records
- Packing guides
- Calibration & Verification Records
- FSQA related Certificates

11.16. Packaging Material

- Communication records of requirements, confirmations
- Artwork
- Spreadsheet

11.17. Quality Management

- Management reviews: Various reports and analysis
- Meeting notes
- Training records
- Documented processes, procedures, policies and forms
- Internal audit reviews
- Supplier list
- Communication records

12. SIGNATURES

This PAIA Manual of the DAH Group (Dole Africa Holdings and its subsidiaries) is approved and signed by the Information Officer on this 11 th day of October 2023 at Cape Town

SIGNATURE *JC Fouche*
Information Officer (Sias Fouche)

Changes to V12 to V13

- Header update
- Changes to Section 8 – Prescribed fees
- Remove Appendix for Prescribed fees and Form C