

PAIA MANUAL

Grindrod Limited
(Registration number: 1966/009846/06)

MANUAL

Published in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000

TABLE OF CONTENTS	1
1. INTRODUCTION	2
1.1 Availability of this manual	2
1.2 Availability of guides to the PAIA and POPI Acts	2
1.3 The objectives of this Manual are	2
2. COMPANY DETAILS	3
3. RECORDS AUTOMATICALLY AVAILABLE	3
4. RECORD SUBJECTS AND CATEGORIES AVAILABLE IN TERMS OF THE ACT	3
4.1 Company records availability	3
4.2 List of applicable legislation	4
5. PROCESSING OF PERSONAL INFORMATION	4
5.1 The purpose of processing of personal information by Grindrod	4
5.2 Categories of data subjects and personal information	4
5.3 Recipients or categories of recipients with whom personal information is shared	5
5.4 Information security measures to protect personal information	5
5.5 Trans-border flows of personal information	6
6. DETAILS ON HOW TO MAKE A REQUEST	6
6.1 Prescribed fees	6
7. REMEDIES	7
Appendix A - Records available in terms of legislation	8
Appendix B - Request for access to Record	11
Appendix C - Fees	15

1. INTRODUCTION

Grindrod Limited (“Grindrod”) is listed on the Johannesburg Stock Exchange (JSE) and is represented by subsidiaries, joint venture and associated companies in 24 countries worldwide. A full detailed list of these subsidiaries, joint venture and associated companies are detailed in Grindrod’s Annual Financial Statements, updated annually, to reflect changes made to this list at financial year end, 31 December.

Grindrod conducts business in freight movement and related industries and is comprised of a Freight Services division and Grindrod Bank. A separate Promotion of Access to Information Manual has been compiled for Grindrod Bank.

General information about Grindrod can be accessed via the internet on www.grindrod.com which is available to all persons who have access to the internet.

This Promotion of Access to Information Manual (“Manual”) provides an outline of the type of records and the personal information it holds and explains how to submit requests for access to these records in terms of the Promotion of Access to Information Act 2 of 2000 (“the Act”). In addition, it explains how to access, or object to, personal information held by the Company, or request correction of the personal information, in terms of paragraphs 23 and 24 of the Protection of Personal Information Act 4 of 2013 (“POPI Act”).

The PAIA and POPI Acts give effect to everyone’s constitutional right of access to information held by private sector or public bodies, if the record or personal information is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

Requests shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in section 5.

1.1 Availability of this manual

This manual is published on the Company website at www.grindrod.com alternatively, a copy can be requested from Grindrod (see contact details in section 2).

1.2 Availability of guides to the PAIA and POPI Acts

An official guide has been compiled which contains information to assist a person wishing to exercise a right of access to information in terms of PAIA and the POPI Act (“Guide”). This Guide is made available by the Information Regulator (established in terms of the POPI Act). Copies of the Guide are available from Information Regulator and the Information Officer free of charge. Any request for public inspection of the Guide at the office of Information Regulator or a request for a copy of the Guide from the Information Regulator must substantially correspond with Form 1 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.

1.3 The objectives of this manual are

- To provide a list of all records held by the legal entity;
- To set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied;
- To define the manner and form in which a request for information must be submitted; and
- To comply with the additional requirements imposed by POPIA

2. COMPANY DETAILS

Company contact details in terms of PAIA Section 51 are as follows:

Grindrod Limited
PO BOX 1
Durban
4000

Grindrod Mews
108 Margaret Mncadi Avenue (Victoria Embankment)
Durban
4001

Designated Information Officer

Andrew Davies
Information Officer

108 Margaret Mncadi Avenue, Durban Central, Durban, 4001, South Africa
P +27 (31) 365 9143
E andrew.davies@grindrod.com
www.grindrod.com

Additional duly authorised person

Vicky Commaile
Group Company Secretary
E vicky.commaile@grindrod.com

3. RECORDS AUTOMATICALLY AVAILABLE

No notice has been submitted by Grindrod to the Minister of Justice and Constitutional Development regarding the categories of records, which are available without a person having to request access in terms of Section 52(2) of PAIA. However, the information on the website of the business is automatically available without having to request access in terms of PAIA.

The following categories of records are automatically available for inspection, purchase or photocopying: brochures; press releases; publications; and various other marketing and promotional material.

4. RECORD SUBJECTS AND CATEGORIES AVAILABLE IN TERMS OF THE ACT

4.1 Company records availability

The Schedule of Records as contained in Appendix A of this Manual details the Records that are held and / or processed by Grindrod for the purposes of PAIA and the POPI Act respectively. Such Access to such Records may not be granted if they are subject to the grounds of refusal specified in Sections 62 to 70 of the Act.

4.2 List of applicable legislation

Grindrod retains records which are required in terms of legislation other than PAIA and the POPI Act. Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Legislation that may be consulted to establish whether the Requester has a right of access to a record other than in terms of the procedure set out in the PAIA is set out in Appendix A.

5. PROCESSING OF PERSONAL INFORMATION

5.1 The purpose of processing of personal information by Grindrod

Grindrod processes personal information for a variety of purposes, including but not limited to the following:

- For recruitment purposes
- For employment and management purposes
- For apprenticeship purposes
- For travel purposes
- For general administration, financial and tax purposes
- For legal or contractual purposes
- For health and safety purposes
- To monitor access, secure and manage its premises and facilities
- To transact with its suppliers, customers and business partners
- To support engagement with the general public
- To support engagement with investors and the media

5.2 Categories of data subjects and personal information processed by Grindrod

Categories of data subjects and personal information processed by Grindrod include the following:

CATEGORIES OF DATA SUBJECTS	PERSONAL INFORMATION PROCESSED
Customers and potential customers	<ul style="list-style-type: none">• Personal information of customer's employees• Customer contact information• Customer location information
Business partners	<ul style="list-style-type: none">• Personal information of business partner's employees• Business partners contact information• Business partners information
Suppliers	<ul style="list-style-type: none">• Personal information of suppliers' employees• Suppliers contact information• Suppliers' information
Employees	<ul style="list-style-type: none">• Employee personal information• Employee medical information• Employee disability information• Employee Pension and Provident Fund Information• Employee contracts• Employee performance records• Payroll records

	<ul style="list-style-type: none"> • Electronic access records • Physical access records • Surveillance records • Health and safety records • Training records • Employment history • Time and attendance records
Job applicants	<ul style="list-style-type: none"> • Curriculum vitae and application forms • Criminal checks • Background checks
Visitors	<ul style="list-style-type: none"> • Physical access records • Electronic access records and scans • Surveillance records

5.3 Recipients or categories of recipients with whom personal information is shared

Grindrod may share the personal information of its data subjects for any of the purposes outlined in Section 4.1, with the following

- Any associated company of Grindrod
- Any consultant or advisor to Grindrod
- Any relevant regulatory authorities
- Any service provider, contractor or supplier with whom Grindrod has an agreement and
- Any business partners who provide products and services to Grindrod

Grindrod does not share the personal information of its data subjects with any third parties, except if it is:

- Obligated to provide such information for legal or regulatory purposes
- Required to do so for purposes of existing or future legal proceedings
- Selling one or more of its businesses to someone to whom it may transfer its rights under any customer agreement
- Involved in the prevention of fraud, loss, bribery, or corruption
- Performing services and process personal information on its behalf or
- Is required to provide or manage any information, products and / or services to data subjects

Grindrod will send its data subjects notifications or communications if it is obliged by law, or in terms of contractual relationship with them.

Grindrod will only disclose personal information to government authorities if it is required to do so by law.

Grindrod's employees are required to adhere to data privacy and confidentiality principles and to attend data privacy training.

5.4 Information security measures to protect personal information

Grindrod employs up to date technology to ensure the confidentiality, integrity, and availability of the Personal Information under its care. Measures include

- Firewalls

- Virus protection software and update protocols
- Logical and physical access control
- Secure setup of hardware and software making up the IT infrastructure

5.5 Trans-border flows of personal information

When making authorised disclosures or transfers of personal information in terms of section 72 of POPIA, Personal Data may be disclosed to recipients located in countries which do not offer a level of protection for those data as high as the level of protection as South Africa.

6. DETAILS ON HOW TO MAKE A REQUEST

To facilitate the processing of a request, a requestor must

- Use the prescribed form to the Information Officer as contained in Appendix B
- Provide sufficient detail to enable Grindrod to identify
 - The record(s) requested
 - The requestor (and, if an agent is lodging the request, proof of capacity)
 - The South African postal address or email address of the requestor
 - The form of access required
 - The South African postal address or email address of the requestor
 - If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof

The right which the requestor is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

Grindrod has the right to reject any request for information submitted in terms of Sections 62 to 70 of Chapter 4 of the PAIA Act.

6.1 Prescribed fees

- There are two categories of fees which are payable
 - The request fee: R140.00
 - The access fee: This is calculated by taking into account reproduction costs, search and preparation costs, as well as postal costs
- Section 54 of PAIA entitles Grindrod to levy a charge or to request a fee to enable it to recover the cost of processing a request and providing access to records. The fees that may be charged are set out in Annexure B of Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations.
- Where a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
- If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted).
- A requestor may lodge an application with a court against the tender / payment of the request fee and / or deposit.
- Records may be withheld until the fees have been paid.

- vii. The detailed Fee Structure is as contained in Appendix C.

7. REMEDIES

The company does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.

[END]

APPENDIX A - RECORDS AVAILABLE IN TERMS OF LEGISLATION

The following is a list of the records which Grindrod holds and the categories into which they fall. The procedure in terms of which such records may be requested from Grindrod is set out in Section 6 of this manual.

Grindrod retains records which are required in terms of legislation other than PAIA. Certain legislation provides that private bodies shall allow certain persons access to specified records upon request. Legislation that may be consulted to establish whether the Requester has a right of access to a record other than in terms of the procedure set out in the PAIA is set out below. This list is not exhaustive.

<p>1. Administration</p> <ul style="list-style-type: none"> • Companies Act 71 of 2008 • Competition Act 89 of 1998 • Protected Disclosures Act 26 of 2000 • Protection of Personal Information Act 4 of 2013 	<ul style="list-style-type: none"> 1.1 Memorandum of incorporation; 1.2 Minutes of meeting of the board of directors; 1.3 Proxy forms; 1.4 Register of directors' shareholdings; 1.5 Share certificates; 1.6 Share register and other statutory registers and / or records and / or documents; 1.7 Special resolutions / resolutions passed at general and class meetings; 1.8 Records relating to the appointment of Auditors, Directors, Prescribed Officer, Public Officer and Company Secretary; 1.9 Minutes of meetings of Executive Committee; 1.10 Internal correspondence; and 1.11 Resolutions of the Directors of Grindrod.
<p>2. Finance</p> <ul style="list-style-type: none"> • Competition Act 89 of 1998 • Customs and Excise Act 91 of 1964 • Financial Markets Act 19 of 2012 • Income Tax Act 58 of 1962 • Value Added Tax Act 89 of 1991 	<ul style="list-style-type: none"> 2.1 Accounting records; 2.2 Annual financial reports; 2.3 Interim and annual financial statements; 2.4 Asset registers; 2.5 Banking records 2.6 Debtors / creditors statements and invoices; 2.7 Invoices issued in respect of debtors and billing information; 2.8 Policies and procedures; 2.9 Insurance records; 2.10 Tax records; and 2.11 Auditor's reports.
<p>3. Human resources</p> <ul style="list-style-type: none"> • Basic Conditions of Employment Act 75 of 1997 • Broad Based Black Economic Empowerment Act 53 of 2003 • Compensation for Occupational Injuries and Diseases Act 130 of 1993 • Employment Equity Act 55 of 1998 • Income Tax Act 58 of 1962 • Labour Relations Act 66 of 1995 	<ul style="list-style-type: none"> 3.1 List of employees; 3.2 Statistics regarding employees; 3.3 Employment contracts; 3.4 Conditions of employment; 3.5 Information relating to prospective; employees including curricula vitae and application forms; 3.6 Personnel records including personal details, disciplinary records, performance and internal evaluation records; 3.7 Employee tax information 3.8 Records of unemployment; 3.9 Insurance fund contributions;

<ul style="list-style-type: none"> • National Minimum Wage Act 9 of 2018 • Promotion of Equality and Prevention of Unfair. Discrimination Act 4 of 2000 • Skills Development Act 97 of 1998 Skills Development Levies Act 9 of 1999 Tax Administration Act 28 of 2011 • Unemployment Insurance Act 63 of 2001 Unemployment Insurance Contributions Act 4 of 2002 	<p>3.10 Records regarding Group life assurance; and disability income protection;</p> <p>3.11 Provident fund records;</p> <p>3.12 Payroll records;</p> <p>3.13 Health and safety records;</p> <p>3.14 Employment equity plan;</p> <p>3.15 Skills development plan;</p> <p>3.16 SETA records;</p> <p>3.17 Codes of conduct;</p> <p>3.18 Disciplinary code and procedure;</p> <p>3.19 Remuneration policy;</p> <p>3.20 Training schedules and material; and</p> <p>3.21 Correspondence relating to personnel.</p>
<p>4. Customers and suppliers</p> <ul style="list-style-type: none"> • Electronic Communications Act 36 of 2005 • Financial Markets Act 19 of 2012 • Income Tax Act 58 of 1962 • Value Added Tax Act 89 of 1991 	<p>4.1 List of customers and details of customers;</p> <p>4.2 Customer and supplier agreements;</p> <p>4.3 Standard terms and conditions for supply of services and products; and</p> <p>4.4 Standard operating procedures.</p>
<p>5. Property</p> <ul style="list-style-type: none"> • Tax Administration Act 28 of 2011 • Value Added Tax Act 89 of 1991 	<p>5.1 Asset registers;</p> <p>5.2 Lease agreements in respect of immovable property;</p> <p>5.3 Records regarding insurance in respect of movable property; and</p> <p>5.4 Records regarding insurance on respect of immovable property.</p>
<p>6. Risk management, insurance and audit</p> <ul style="list-style-type: none"> • Insurance Act 18 of 2017 • Prevention and Combating of Corrupt Activities Act 12 of 2004 • Protection of Personal Information Act 4 of 2013 	<p>6.1 Audit reports;</p> <p>6.2 Risk management frameworks;</p> <p>6.3 Risk management plans and risk registers;</p> <p>6.4 PAIA Manual; and</p> <p>6.5 POPIA Manual.</p>
<p>7. Safety, health and environment</p> <ul style="list-style-type: none"> • Occupational Health and Safety Act 85 of 1993 • Compensation for Occupational Injuries and Diseases Act 130 of 1993 • National Environmental Management Act 107 of 1998 • National Railway Safety Regulator Act 16 of 2002 • National Ports Act 12 of 2005 • Merchant Shipping Act 57 of 1951 • National Road Traffic Act 93 of 1996 	<p>7.1 Complete safety, health and environment risk assessment;</p> <p>7.2 Environmental managements plans; and</p> <p>7.3 Inquiries, inspections, examinations by environmental authorities.</p>
<p>8. Information technology</p>	<p>8.1 Computer / mobile device usage policy documentation;</p>

<ul style="list-style-type: none">• Electronic Communications Act 36 of 2005• Protection of Personal Information Act 4 of 2013	<ul style="list-style-type: none">8.2 Disaster recovery plans;8.3 Hardware asset registers;8.4 Information security policies / standards / procedures;8.5 Information technology systems and user manuals;8.6 Information usage policy documentation;8.7 Project implementation plans;8.8 Software licensing; and8.9 System documentation and manuals.
---	---

APPENDIX B - REQUEST FOR ACCESS TO RECORD

REQUEST FOR ACCESS TO RECORD [Regulation 7]

Note

Proof of identity must be attached by the requester.

If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO

Andrew Davies

Information Officer

108 Margaret Mncadi Avenue, Durban Central, Durban, 4001, South Africa

P +27 (31) 365 9143

E andrew.davies@grindrod.com

Mark with an "X"

Request is made in my own name ☐

Request is made on behalf of another person ☐

PERSONAL INFORMATION

Full name and surname	
Identity number	
Capacity in which request is made (when made on behalf of another person)	
Postal address	
Street address	
E-mail address	
Contact numbers	
Telephone number	
Mobile number	
Facsimile	
Full names of person on whose behalf request is made (if applicable)	
Identity number	
Postal address	
Street address	

E-mail address	
Contact numbers	
Telephone number	
Mobile number	
Facsimile	

PARTICULARS OF RECORD REQUESTED

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.)

Description of record or relevant part of the record	
Reference number, if available	
Any further particulars of record	

TYPE OF RECORD

(Mark the applicable box with an "X")

Record is in written or printed form.	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc).	
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.	

FORM OF ACCESS

(Mark the applicable box with an "X")

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

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record 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).	
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).	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED 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.	
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	
<p>A request fee must be paid before the request will be considered. You will be notified of the amount of the access fee to be paid. 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. If you qualify for exemption of the payment of any fee, please state the reason for exemption.</p>	
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 (Please specify)

Signed at _____ on this _____
day of _____ 20_____

Signature of requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number	
Request received by (state rank, name and surname of information officer)	
Date received	
Access fees	
Deposit (if any)	

Signature of Information Officer

APPENDIX C - FEES

Fees in respect of private bodies

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on <ul style="list-style-type: none"> i. Flash drive (to be provided by requestor) ii. Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider
6.	Copy of visual images	Service to be outsourced. Will depend on quotation from Service provider
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: <ul style="list-style-type: none"> i. Flash drive (to be provided by requestor) ii. Compact disc <ul style="list-style-type: none"> • If provided by requestor • If provided to the requestor 	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any

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

Item	Description	Amount
1.	For every photocopy of an A4 size page or part thereof	R1.10
	For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
	For a copy in a computer-readable form on <ul style="list-style-type: none"> • Stiffy disc • Compact disc 	R7.50 R70.00
	For a transcription of visual images, for an A4 size page or part thereof	R40.00
	For a copy of visual images	R60.00
	For a transcription of an audio record, for an A4 size page or part thereof	R20.00
	For a copy of an audio record	R30.00
	To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R30.00

2. For purposes of section 54(2) of the Act, the following applies

- Six hours as the hours to be exceeded before a deposit is payable and
- 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.