

WOOL TESTING BUREAU S.A.

(Registration Number 1990/003582/08) (the “COMPANY” / “WTB”)

MANUAL

in terms of

The Promotion of Access to Information Act 2 of 2000

(the “ACT” / “PAIA”)

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Information Officer: Mr W A (Managing Director)

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***Note:** The prescribed forms and fee structure are available from the COMPANY at Cnr. of Gomery Avenue and University Way, Summerstrand, Gqeberha (Port Elizabeth).

1. INTRODUCTION

The COMPANY is a non-profit company and is a private body as defined in section 1 of PAIA. This Manual is published in compliance with section 51 of PAIA and explains how a requester may request access to records held by the COMPANY.

The COMPANY conducts business as:

- testing & research for the purpose of certification of wool and mohair;
- testing & research of textile products; and
- other general testing & research in the fields of wool, mohair and textiles.

This Manual must be read together with the COMPANY's Protection of Personal Information Policy (POPIA Policy).

2. CONTACT DETAILS OF THE INFORMATION OFFICER

In terms of section 1 of PAIA, the head of a private body is its Information Officer. For the COMPANY this is the Managing Director.

Field	Detail
Information Officer (head of the private body)	Mr W A Heath (Managing Director)
Postal address	PO Box 1867, Summerstrand, 6000
Street address	Cnr. of Gomery Avenue and University Way, Summerstrand, Gqeberha (Port Elizabeth), 6001
Telephone	(041) 503 6600
Email	paia@wtbsa.co.za

Requests should be addressed to the Information Officer at the addresses above.

3. THE ACT AND THE INFORMATION REGULATOR'S GUIDE

3.1 The ACT grants a requester access to records of the COMPANY where the record is required for the exercise or protection of any right (s50(1)(a)). Where a public body lodges a request, it must be acting in the exercise or protection of a right as contemplated in the ACT.

3.2 Requests in terms of the ACT must be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 8 and 9.

3.3 The Information Regulator (South Africa) has compiled a Guide, in terms of section 10 of PAIA, containing information to assist a person wishing to exercise a right under PAIA. The Guide is available in each official language. Enquiries regarding the Guide may be directed to:

The Information Regulator (South Africa)

Physical:	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001
Postal:	P.O. Box 31533, Braamfontein, Johannesburg, 2017
Telephone:	+27 (0) 10 023 5200
Email (general):	infoereg@justice.gov.za
Email (PAIA complaints):	PAIAComplaints.IR@justice.gov.za
Website:	https://infoeregulator.org.za

4. NOTICE IN TERMS OF SECTION 52(2)

The COMPANY has not published a notice under section 52(2) listing categories of records that are automatically available without a PAIA request. Should any such notice be issued in future, it will be reflected in this Manual.

5. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION

The COMPANY retains records / information / documents in accordance with, among others, the following legislation:

- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries & Diseases Act No. 130 of 1993
- Employment Equity Act No. 55 of 1998
- Income Tax Act No. 58 of 1962
- Labour Relations Act No. 66 of 1995
- Occupational Health & Safety Act No. 85 of 1993
- Pension Funds Act No. 24 of 1956
- Protection of Personal Information Act No. 4 of 2013 (POPIA)
- Skills Development Levies Act No. 9 of 1999
- Tax Administration Act No. 28 of 2011
- Unemployment Insurance Act No. 63 of 2001
- Value Added Tax Act No. 89 of 1991

6. COMPANY RECORD CLASSIFICATION KEY

Classification No.	Access	Classification
1	May be Disclosed	Public Access Document
2	May not be Disclosed	Request after commencement of criminal or civil proceedings [s7]
3	May be Disclosed	Subject to copyright
4	Limited Disclosure	Personal Information that belongs to the requester of that information [s61]
5	May not be Disclosed	Unreasonable disclosure of personal information of natural person [s63(1)]
6	May not be Disclosed	Likely to harm the commercial or financial interests of third party [s64(a)(b)]
7	May not be Disclosed	Likely to harm the Company or third party in contract or other negotiations [s64(c)]
8	May not be Disclosed	Would breach a duty of confidence owed to a third party in terms of an Agreement [s65]
9	May not be Disclosed	Likely to compromise the safety of individuals or protection of property [s66]
10	May not be Disclosed	Legally privileged document [s67]
11	May not be Refused	Environmental testing / investigation which reveals public safety / environmental risks [s64(2); s68(2)]
12	May not be Disclosed	Commercial information of Private Body [s68]
13	May not be Disclosed	Likely to prejudice research and development information of the Company or a third party [s69]
14	May not be Refused	Disclosure in public interest [s70]

7. SUMMARY: RECORDS AVAILABILITY

Subject	Classification No.
Product Information	1
Public Corporate Records	1
Media Releases	1
Staff Records	4, 5, 9
Employment Contracts	4, 5
Policies and Procedures	4
Health & Safety records	4, 5, 8
Audited Financial Statements	12
Tax Records (Company & Employees)	12
Asset Register	12
Management Accounts	12
General Contract Documentation	6, 12
Trade Marks	1
Statutory Records	12
Market Information	12, 13
Customer Information	1
Performance Records	12
Product Sales Records	1
Marketing Strategies	12
Customer Database	12
Production Records	12
Quality Records	12

8. HOW TO REQUEST ACCESS — FORM OF REQUEST

To facilitate the processing of your request, kindly:

8.1 Use the prescribed Form 2 ("Request for Access to Record") under the PAIA Regulations, available from the COMPANY at Cnr. Gomery Avenue and University Way, Summerstrand, Gqeberha (Port Elizabeth), 6001, or PO Box 1867, Summerstrand, 6000.

8.2 Address your request to the Information Officer at the contact details in paragraph 2.

8.3 Provide sufficient details to enable the COMPANY to identify:

- (a) the record(s) requested;
- (b) the requester (and, if an agent is lodging the request, proof of capacity);
- (c) the form of access required;
- (d)
 - (i) the postal address, email address or fax number of the requester in the Republic; and
 - (ii) if the requester wishes to be informed of the decision in any manner in addition to written, the manner and particulars thereof;
- (e) the right which the requester is seeking to exercise or protect, with an explanation of the reason the record is required to exercise or protect that right (s53(2)(d)).

8.4 A personal requester (a person requesting their own personal information, including a data subject under POPIA s23) must establish their identity adequately.

9. PRESCRIBED FEES

The following applies to requests (other than personal requests):

9.1 A requester is required to pay the prescribed request fee before a request will be processed.

9.2 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).

9.3 A requester may lodge an application with a court against the tender/payment of the request fee and/or deposit.

9.4 Records may be withheld until the fees have been paid.

9.5 The full fee structure is set out in Annexure A and is also available from the COMPANY at Cnr. Gomery Avenue & University Way, Summerstrand, Gqeberha (Port Elizabeth), 6001.

10. TIMEFRAMES

10.1 The Information Officer will decide on a request and notify the requester within 30 days of receipt (s56).

10.2 This period may be extended by a further 30 days in the circumstances allowed by s57 (e.g. large volume of records, the need to search through a large number of records, or consultation that cannot reasonably be completed within the original period). The requester will be notified of any extension in writing.

10.3 Where a request affects a third party's information, the COMPANY will follow the notification procedure in ss71–73 (the third party has 21 days to make representations).

10.4 Failure by the COMPANY to respond within the applicable period is regarded as a deemed refusal (s58).

11. GROUNDS FOR REFUSAL

The COMPANY may or must refuse access where a ground in ss62–70 of PAIA applies, including the mandatory protection of third-party personal information (s63), commercial information of a third party (s64), confidential information (s65), the safety of individuals and protection of property (s66), legal privilege (s67), and the protection of the COMPANY's commercial information and research (ss68–69). Access will nonetheless be granted where the public interest override (s70) applies. (See the Classification Key in paragraph 6.)

12. REMEDIES

As a private body, the COMPANY has no internal appeal procedure. A requester aggrieved by a decision of the Information Officer may:

- (a) lodge a complaint with the Information Regulator in terms of s77A, generally within 180 days of the decision; and/or
- (b) apply to the High Court in terms of ss78–82.

13. INTERACTION WITH POPIA

A data subject's right to access their own personal information under section 23 of POPIA is exercised through the PAIA mechanism described in this Manual. The same Information Officer administers the COMPANY's obligations under both PAIA and POPIA, and is registered with the Information Regulator.

14. AVAILABILITY OF THIS MANUAL

This Manual is available:

- on the COMPANY's website at <https://www.wtbsa.co.za/media/website/paia.pdf>;
- at the COMPANY's principal place of business for public inspection during office hours;
- on request to the Information Officer; and
- has been submitted to the Information Regulator.

This Manual will be reviewed and updated as necessary.

ANNEXURE A — PRESCRIBED FEES (PRIVATE BODY, s54)

Item	Fee
Request fee (payable on submission of Form 2; not payable by a personal requester for own records)	R140.00
Photocopy of an A4 page (or part)	R2.00 per page
Printed copy of an A4 page (or part) held electronically	R2.00 per page
Copy in computer-readable form (e.g. flash drive)	R40.00 (+ actual cost of medium if supplied by WTB)
Transcription of visual images, per A4 page	Outsourced. Quote Dependent
Copy of visual images	Outsourced. Quote Dependent
Transcription of an audio record, per A4 page	R24.00 per page
Copy of an audio record	R40.00 each
Search and preparation time (each hour, or part, exceeding the first 6 free hours)	R145.00 per hour (Total Limit = R 435)
Deposit (where preparation is estimated to exceed 6 hours)	One-third of the access fee
Postage / electronic transmission	Actual cost
