

## Access to Information

Toyota South Africa (Pty) Limited  
(Registration Number 1946/020429/07)  
(the "COMPANY")  
MANUAL in terms of  
The Promotion of Access to  
Information Act  
2/2000  
(the "ACT")  
With acknowledgements to:  
The South African Human Rights Commission  
The Department of Justice and Constitutional Development

### Applicability and availability of this Manual

1.1. The Promotion of Access to Information Act, No 2 of 2000 ("the Act") gives effect to the constitutional right of access to any information in records held by public or private bodies that is required for the exercise or protection of any rights. The Act sets out the procedural requirements attached to requests for information, the requirements which requests must meet as well as the grounds for refusing requests. This Manual informs requesters of procedural and other requirements which a request must meet.

1.2. The Act also recognises that the right to access information must be balanced with other rights and should be subject to limitations including, but not limited to, limitations aimed at the reasonable protection of privacy and commercial confidentiality.

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### 1. Introduction

The COMPANY conducts business as a manufacturer, importer and exporter of motor vehicles and components.

### 2. COMPANY contact details

Persons designated/duly authorised persons:  
Corporate Affairs:  
Jenny Maré  
Postal address PO Box 481, Bergvlei 2012  
Street address Stand 1, Wesco Park, Old Pretoria Road, Sandton  
Telephone numbers: +27-11-809-2122  
Fax numbers: +27-11-809-2921  
E-mail address: jmare@tsb.toyota.co.za

### 3. The ACT

- The ACT grants a requester access to records of the COMPANY, if the record 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 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.

- Requesters are referred to the Guide compiled by the South African Human Rights Commission, which contains information for the purposes of exercising Constitutional Rights. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041  
 Telephone number: +27-11-484 8300  
 Fax number: +27-11-484 0582  
 Website: www.sahrc.org.za

#### 4. COMPANY records 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.
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]

#### 5. Summary: Records availability

Departmental Records	Subject	Classification No.
Communications/Public Affairs Division	<ul style="list-style-type: none"> <li>Public Product Information</li> </ul>	1

	• Public Corporate Records	1
	• Community Trust Records	1,6,7,8
	• Media Releases	1
Environmental Department	• Environmental Policy	1
	• Environmental Records	11,14
Human Resources Division	• Staff Records	4,5,9
	• Employment Contracts	4,5
	• Policies and Procedures	4
	• Health & Safety records	4,5,8
Financial Division	• Financial Statements	12
	• Financial and Tax Records (Company & Employees)	12
	• Motor Industry Development Programme Records	12
	• Asset Register	12
	• Management Accounts	12
Legal Department / Company Secretarial	• General Contract Documentation	6,12
	• Trade Marks	1
	• Statutory Records	12

Marketing Division	• Market Information	12,13
	• Public Customer Information:	1
	• Product Brochures	4,12
	• Owner Manuals	12
	• Field Records	11
	• Performance Records	12
	• Product Sales Records	2
	• Marketing Strategies Customer Database	12
	• Dealer Franchise Documents	6,7,12,13
Production / Logistics	• Production Records	12
Production Engineering	• Vehicle and Components Specifications	3,12,13
	• Engineering Records	12,13
Quality	• Quality Records	12

#### Note - Personnel Records

"Personnel" refers to any person who works for or provides services to or on behalf of The COMPANY and who receives or is entitled to receive remuneration, and any other person who assists in carrying out or conducting company business and includes, without limitation, directors (executive and non-executive), all permanent, temporary and part-time staff as well as contract workers. Personnel records include:

- 5.1.1. personal records (provided by personnel themselves);
- 5.1.2. records provided by a third party relating to personnel;
- 5.1.3. conditions of employment and other personnel-related contractual and quasi-legal records;
- 5.1.4. internal evaluation records and other internal records;
- 5.1.5. correspondence relating to personnel; and
- 5.1.6. training schedules and material.

## 6. Form of Request

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribe form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za) or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za](http://www.doj.gov.za)
- 6.2 Address your request to the Company Secretary.
- 6.3 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 or fax number of the requester in the Republic;  
(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 the right.

## 7. Prescribed fees

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

- 7.1 A requestor is required to pay the prescribed fees before a request will be processed;
- 7.2 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);
- 7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
- 7.4 Records may be withheld until the fees have been paid.
- 7.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at [www.sahrc.org.za](http://www.sahrc.org.za), or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at [www.doj.gov.za](http://www.doj.gov.za)

## 8. Process

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

- 8.1 The requester must use the prescribed form to make the request for access to a record. This must be made to the Compliance Officer. This request must be made to the address, fax number or electronic mail address of the body concerned.
- 8.1B The requester must provide sufficient detail on the request form to enable the Compliance Officer to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 8.1C 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.
- 8.1D 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 Compliance Officer.