

PROMOTION OF ACCESS TO INFORMATION MANUAL OF

PUMA ENERGY SOUTH AFRICA PROPRIETY LIMITED ("PUMA ENERGY SA") - IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 ("PAIA")

1. Introduction

This manual has been compiled in accordance with section 51 of the Promotion of Access to Information Act, 2000 ("PAIA"). This manual explains how requesters can submit requests for access to information to Puma Energy SA and any of its affiliates in South Africa ("Puma Energy Group") in terms of PAIA.

2. The business

Puma Energy SA and Puma Energy Group is engaged in the distribution and supply of petroleum products and related services in South Africa.

2.1 Jordan Kamau has been duly appointed by the head of Puma Energy SA, as the Information Officer for Puma Energy SA and is the person to whom requests for access to information must be made in terms of PAIA and in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA").

3. Puma Energy SA's Contact details

Details	General Manager	Information Officer
Name	Amanda Lopez	Jordan Kamau
Postal Address	Postnet Suite 190, Private Bag X31, Saxonwold, Gauteng, 2132	Postnet Suite 190, Private Bag X31, Saxonwold, Gauteng, 2132
Physical Address	129 Rivonia Road, The Marc Tower 2, 8 th Floor, Sandton, Gauteng, 2196	129 Rivonia Road, The Marc Tower 2, 8 th Floor, Sandton, Gauteng, 2196
Telephone	+27 011 750 6800	+27 011 750 6800
Email	privacysa@pumaenergy.com	privacysa@pumaenergy.com

4. The Section 10 Guide on how to use PAIA

4.1 The above guide, as drafted by the South African Human Rights Commission and updated by the Information Regulator, is available at the offices of the Information Regulator and on its website as prescribed by Section 10 of PAIA and in accordance with POPIA. Please direct any queries regarding this guide to:

Information Regulator:

JD House

27 Stiemens Street, Braamfontein, Johannesburg, 2001

P.O. Box 31533, Braamfontein, Johannesburg, 2017

Telephone Number: 010 023 5200

Telefax Number: N/A

Website: <https://inforegulator.org.za/>

email (complaints): PAIAComplaints@inforegulator.org.za

email (general enquiries): enquiries@inforegulator.org.za

5. Records that are available by Puma Energy SA in terms of other legislation

A requester may request information which is available in terms of the following legislation, provided that the requester complies with the requirements set out in such legislation, this manual and PAIA:

- 5.1 Basic Conditions of Employment Act, 1997;
- 5.2 Broad-Based Black Economic Empowerment Act, 2003;
- 5.3 Companies Act, 2008;
- 5.4 Compensation for Occupational Injuries and Diseases Act, 1993;
- 5.5 Consumer Protection Act, 2008;
- 5.6 Employment Equity Act, 1998;

- 5.7 Income Tax Act, 1962;
- 5.8 Labour Relations Act, 1995;
- 5.9 National Energy Act, 2008;
- 5.10 National Environmental Management Act, 1998;
- 5.11 Occupational Health and Safety Act, 1993;
- 5.12 Petroleum Products Act, 1977;
- 5.13 Promotion of Access to Information Act, 2000;
- 5.14 Protection of Personal Information Act, 2013;
- 5.15 Skills Development Levies Act, 1999;
- 5.16 Unemployment Insurance Act, 2001;
- 5.17 Value Added Tax Act, 1991; and

6. Subjects and categories of information held by Puma Energy SA

The subjects and categories of records held by Puma Energy SA are as follows:

Subject	Category
Company records	<p>Constitutional documents (including incorporation documents, the memorandum of incorporation and the shareholders agreement)</p> <p>Share registers, share certificates, registers and details concerning shareholder meetings and resolutions</p> <p>Details concerning the identity of directors, directors' meetings, director resolutions</p> <p>Statutory registers and minute books</p>

Financial records	Budget reports Bank records Financial statements Management accounts Audit reports Insurance records Tax records Invoices
Strategic and operational information	Business plans Budget reports Minutes of management meetings Minutes of board meetings Annual reports
Assets	Asset register Share certificates Trademarks schedule Debtors' information Bank account reconciliation
Liabilities	Loan agreements General ledger Creditors statements and invoices

Information technology	Asset register Repair and maintenance records Software programmes Software licences IT policies and procedures Software records
Risk management & compliance	Disaster recovery plans B-BBEE compliance records Proof of membership with industry bodies Risk management frameworks and plans General policies and procedures
Human resources	Staff records Contracts of employment Statutory records Training and skills development records Employment equity records Leave records Beneficiary records HR policies and procedures Disciplinary and grievance procedures Training manuals Salary information

	Pension fund information Medical aid information
Contractual relationships	Leases Contracts with clients, suppliers and customers Standard terms and conditions for supply of products and services
Safety, health & environment	Safety, health and environment risk assessment and investigation reports Inquiries, inspections and examinations by environmental authorities Policies and procedures

7. Description of personal information processing in terms of POPIA

Puma Energy SA processes personal information as follows (the list below is non-exhaustive):

Subject	Category
Purpose of the processing	Sale of products and services To market products and services To comply with statutory obligations Customer relations purposes To conduct market research surveys Security, administrative and legal purposes To fulfil contractual obligations that we have with clients, customers or third parties

Data subject categories and their personal information	<p>Employees: record of employee life cycle</p> <p>General public: general enquiries and viewing the company website</p> <p>Industry bodies: membership records</p> <p>Media: records of media interactions</p> <p>Suppliers and service providers: record of supplier and service provider life cycle</p> <p>Customers: record of customer life cycle</p>
Recipients of personal information	<p>Employee pension funds</p> <p>Financial institutions</p> <p>Industry bodies</p> <p>Law enforcement</p> <p>Medical aid schemes</p> <p>Operators (service providers)</p> <p>Auditing bodies (internal and external)</p> <p>Third parties with whom Puma Energy SA has contracted for retention of data</p> <p>Statutory authorities</p> <p>Other companies in the Puma Energy Group</p>
Expected transnational transfer of personal information	<p>Transfer of personal information to operators</p> <p>Transfer of personal information to other members in the Puma Energy Group</p> <p>Transfer of personal information through social</p>

	media platforms
Security measures to protect personal information	<p>Physical security measures</p> <ul style="list-style-type: none"> • Access control measures • Internal security measures <p>Cyber security measures</p> <ul style="list-style-type: none"> • Anti-spam measures • Anti-virus measures • Installing security firewalls • Password control <p>Training programs on information security</p> <p>Information security audits</p> <p>IT-related company policies</p>

For more information on how we process personal information, please refer to our privacy policy available at <https://pumaenergy.com/privacy-policy/>

8. The request procedure

8.1 Prescribed form

8.1.1 A request for information must be made in the prescribed form, a copy of which is attached as Annexe A, must be addressed to the Information Officer and must be submitted with the prescribed fee (see paragraph 8.3).

8.1.2 The prescribed request form is available from the Information Officer or the Information Regulator, whose contact details are set out in paragraph 4 above.

8.2 Manner of request

8.2.1 The request must be made to the address or email address of Puma Energy SA set out in paragraph 3 above.

8.2.2 The requester must provide enough detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form (mode/method) of access is required. The requester should indicate if it requires notice of the decision of the Information Officer in any manner, other than in writing.

8.2.3 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.

8.2.4 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

8.3 **Fees**

8.3.1 A requester who seeks access to a record containing personal information must pay the required request fee.

8.3.2 The Information Officer must by notice, require the requester to pay the prescribed fee, if any, before further processing the request.

8.3.3 The requester may lodge an application to the high court relating to the payment of the request fee.

8.3.4 After the Information Officer has decided on the request, the requester must be notified in the required form.

8.3.5 If the request is granted, a further access fee must be paid for the search, reproduction, preparation and for any time, in excess of the prescribed hours, required to search and prepare for the record disclosure.

8.3.6 The prescribed fees are available from the Information Officer or the Information Regulator, whose contact details are set out in paragraph 3 above. The form reflecting the current fees applicable is attached as Annex B.

9. **Timelines for consideration of a request for access**

9.1 Requests will be processed within 30 (thirty) days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

10. Grounds for refusal of access and protection of information

10.1 The main grounds for refusal of a request for information are:

10.1.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person.

10.1.2 Mandatory protection of the commercial information of a third party, if the record contains Trade secrets of that party.

10.1.3 Trade secrets, financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party.

10.1.4 Information disclosed by a third party to Puma Energy SA if the disclosure could put that third party or Puma Energy SA at a disadvantage in negotiations or commercial competition.

10.1.5 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties.

10.1.6 Mandatory protection of the safety of individuals and the protection of property.

10.1.7 Mandatory protection of records which could be regarded as privileged in legal proceedings.

10.2 Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

10.3 All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.

11. Remedies available to a requestor on refusal of access

11.1 Puma Energy SA does not have internal appeal procedures. The decision made by the Information Officer is final. If you are not satisfied with the outcome of the request, you

are entitled to apply to the Information Regulator or a court of competent jurisdiction to take the matter further.

12. Availability of this manual

This manual is available for inspection at:

- 12.1 Puma Energy SA's website, <https://pumaenergy.com/country/south-africa/>;
- 12.2 Puma Energy SA's principal place of business set out in paragraph 3 above, during normal business hours;
- 12.3 the Information Regulator (see contacts details in paragraph 4.1 above).

Request for access to record

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

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 (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
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 (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc.</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
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 (<i>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</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
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	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
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 _____ 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

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
[Regulation 8]

3. *If your request is granted the—*
 - *amount of the deposit, (if any), is payable before your request is processed; and*
 - *requested record/portion of the record will only be released once proof of full payment is received.*
4. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____, refers.

e) You requested:

Personal inspection of information at registered address of public/private body (<i>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</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

f) You requested:

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

g) To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<i>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</i>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

h) Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

i) Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank:

Name of account holder:

Type of account:

Account number:

Branch Code:

Reference Nr:

Submit proof of payment to:

Signed at _____ this _____ day of _____ 20 _____

Information officer