INFORMATION MANUAL FOR QUANTUM FOODS HOLDINGS LIMITED

Prepared in accordance with section 51 of the Promotion of Access to Information Act 2 of 2000 Incorporating additional requirements of The Protection of Personal Information Act 4 of 2013

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1 INTERPRETATION

As per the content recorded in this manual, clause headings are for convenience purposes only and shall not be used in its interpretation, unless the context clearly indicates a contrary intention –

1.1 Any reference to Quantum Foods will also include all its wholly owned subsidiaries.

1.2 An expression which denotes -

1.2.1 any gender includes the other genders;

1.2.2 a natural person includes an artificial or juristic person and vice versa;

1.2.3 the singular includes the plural and vice versa;

1.3 The following expressions shall bear the meanings assigned to them below and cognate expressions bear corresponding meanings -

1.3.1 "Act" means the Promotion of Access to Information Act No. 2 of 2000, as amended from time to time including the regulations promulgated in terms of the Act;

1.3.2 "business day" means any day other than a Saturday, Sunday or official public holiday in the Republic of South Africa;

1.3.3 "Corporate Information Officer" means the person duly authorised and appointed by the Head of Quantum Foods, to facilitate and assist the Head with any request in terms of the Act;

1.3.4 "Head" means the Group Chief Executive Officer of Quantum Foods;

1.3.5 "manual" means this manual together with all of its annexures as amended from time to time;

1.3.6 “POPI ACT” means the Protection of Personal Information Act No. 4 of 2013 as amended from time to time including the regulations promulgated in terms of the POPI Act;

1.3.7 "Quantum Foods" means Quantum Foods (Pty) Ltd (Registration number: 2012/124466/07), a

"private body" for purposes of the Act;

1.4 Any reference to any statute, regulation and/or other legislation shall be a reference to that statute, regulation or other legislation as at the signature date, and as amended or substituted from time to time;

1.5 If any provision in a definition is a substantive provision conferring a right or imposing an obligation on any party then, notwithstanding that it is only in a definition, effect shall be given to that provision as if it was a substantive provision in the body of this manual;

1.6 Reference to a party shall include a reference to that party's successors and assigns;

1.7 Reference to a document, includes a reference to an amendment or supplement to or to a replacement or notation of that document;

1.8 Where any term is defined within a particular clause other than this, that term shall bear the meaning ascribed to it in that clause wherever it is used in this manual;

1.9 Where any number of days is to be calculated from a particular day, such number shall be calculated as excluding such particular day and commencing on the next day. If the last day of such number so calculated falls on a day which is not a business day, the last day shall be deemed to be the next succeeding day which is a business day;

1.10 Any reference to days (other than a reference to business days), months or years shall be a reference to calendar days, months or years, as the case may be;

1.11 The use of the word "including" followed by a specific example/s, shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule shall not be applied in the interpretation of such general wording or such specific example/s; and

1.12 Insofar as there is a conflict in the interpretation of or application of this manual and the Act, the Act shall prevail.

2 PREAMBLE

The Promotion of Access to Information Act 2 of 2000 ("the Act") came into operation on 23 November 2001.

The Act was put in place to actively promote a society in which the people of South Africa have effective access to information, which enables them to fully exercise and protect their rights.

Section 51 of the Act requires that Quantum Foods, as a private body, compiles a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

This manual is intended to fulfil this requirement.

Accordingly, this manual provides a reference to the records that we hold and the process that needs to be adopted, to access such records. All requests for access to information should be addressed to the contact person as identified in section 6 of this manual, as he/she is our duly authorised and designated Corporate Information Officer.

3 COMPANY OVERVIEW

Quantum Foods is a focused primary agricultural business that has four focus areas namely:

- Animal Feeds
- Farming: Layer & Broiler
- Eggs
- Related business in the rest of Africa

The Company has fully integrated egg and broiler businesses with access to superior genetics in both fields. The Feed Producing Unit has state-of-the-art manufacturing facilities and a strategic alliance with an international company to ensure cutting edge technology transfer.

Quantum Foods' head office is situated in the town of Wellington in the Western Cape.

4 SCOPE OF THIS MANUAL

We, as a private body, have compiled this manual not only to comply with the provisions of the Act and the POPI Act, but also to foster a culture of transparency and accountability in our business environment and to ensure that members of the public have effective access to information in our possession, which will assist them in the exercise and protection of their rights and in doing so, we ensure that personal information in our possession is adequately protected in accordance with legislative requirements.

Recorded in this manual, you will be able to view the categories of information which our Company holds. You will also be guided with regard to the correct procedure to follow should you require access to any of this information and you will be informed, on a high level, of the procedures our Company has in place to ensure the protection of personal information.

The scope of this manual is limited to information held by Quantum Foods and all its wholly owned subsidiaries.

5 GUIDELINE FOR REQUESTS TO ACCESS INFORMATION

In accordance with Section 10 of the Act, the South African Human Rights Commission (SAHRC) has published a Guide containing information reasonably required by a person wishing to exercise or protect any right in terms of this Act.

This Guide can be obtained from the office of the SAHRC and also appears on their website below:

Enquiries regarding the Guide can be addressed to the South African Human Rights Commission, the contact details of which are as follows:

5.1 Postal Address

The South African Human Rights Commission Promotion of Access to Information Act Unit
Research and Documentation Department Private Bag 2700
Houghton 2041 Republic of South Africa

5.2 Telephone Details

- Tel: (011) 484-8300
- Fax: (011) 484-0582

5.3 E-mail Address

- paia@sahrc.org.za

5.4 Website

- www.sahrc.org.za

6 ADMINISTRATION OF THE ACT

The Group Chief Executive Officer (CEO) of Quantum Foods has duly authorized the contact person below to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner. Accordingly, all requests for access to records should be addressed to the Quantum Foods' Corporate Information Officer.

6.1 Postal Address

Mr André Muller
The Corporate Information Officer Quantum Foods (Pty) Ltd
P.O. Box 1183 Wellington 7654

6.2 Physical Address

Mr André Muller
The Corporate Information Officer Quantum Foods (Pty) Ltd
11 Main Road Wellington 7654

6.3 **Telephone Details**

Tel: (021) 864 8600 Fax: (021) 873 5619

6.4 **E-Mail Address**

legal@quantumfoods.co.za

7 **SUBJECTS AND CORRESPONDING CATEGORIES OF RECORDS**

To facilitate the easy identification of the records that we hold, we have categorised our records per subject area.

7.1 **RECORDS THAT ARE AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 51(1)(c) OF THE ACT**

The following records are available without a person having to request access in terms of the Act.

Available on the Quantum Foods' website

- General information pertaining to Quantum Foods

Available at the Registrar of Companies

- Statutory Records, such as Annual Financial Statements, the Audited Report, the Memorandum of Incorporation, etc.

7.2 **RECORDS WHICH ARE AVAILABLE IN ACCORDANCE WITH ANY OTHER LEGISLATION IN TERMS OF SECTION 51(1)(d)**

Records are available in accordance with the following current South African legislation (only to the extent that the relevant Act makes disclosure of records compulsory and only to the extent that it is applicable to our operations) –

- The Companies Act (Act No. 71 of 2008);
- The Stock Exchange Control Act (Act No. 1 of 1985);
- The JSE Listings Requirements;
- The Occupational Health and Safety Act (Act No. 85 of 1993);
- The Constitution of the Republic of South Africa No.3 of 1994
- The Value-Added Tax Act (Act No. 89 of 1991);
- Income Tax Act (Act No. 58 of 1962);
- Basic Conditions of Employment Act (Act No. 75 of 1997);
- Employment Equity Act (Act No. 55 of 1998);
- Labour Relations Act (Act No. 66 of 1995);
- The Medical Schemes Act (Act No. 131 of 1998);
- The Compensation for Occupational Injuries and Diseases Act (Act No. 130 of 1993);
- The Health Act (Act No. 63 of 1977);
- Agriculture Products and Standards Act (No 119 of 1990);
- Animal Diseases Act (No 35 of 1984);
- Livestock Improvement Act (No 24 of 1985);
- Trade Marks Act (No 194 of 1993);
- Fertilisers, Farm Feeds, Agricultural Remedies and Stock Remedies Act (No 36 of 1947);
- South African Revenue Services Act, (Act No. 34 of 1997).

Please note that while we have made every effort to identify all pertinent legislation, we cannot guarantee that all legislation has been included. Should you be aware of any specific piece of legislation that should be included in the abovementioned list and which has been omitted, please contact our Corporate Information Officer. Your assistance in this regard will be most appreciated.

7.3 **RECORDS HELD BY QUANTUM FOODS AND AVAILABLE AS CONTEMPLATED IN SECTION 51(1)(e) OF THE ACT**

For ease of reference, below is an indication of the subjects of information that we hold:

- Company Secretarial Records
- Financial Statements and Financial Records

- Income Tax Records
- Group Legal and Compliance Records
- Human Resources Records, Training Records and Personnel Information
- ICT (I.e. Information, Communication and Technology) Records
- Environmental Management Records
- Health and Safety Records
- Production Records
- Research and Development Records
- Food Safety and Quality Control Records
- Sales Records
- Logistics and Distribution Records

8 PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

A request for access to a record must be done formally either *via* conventional mail, e- mail or fax. This request should be in the prescribed format as defined in Government Notice Number 187, Regulation 6. A request form is also available from our offices. The prescribed request fee should be attached. Kindly refer to Section 9 of this manual, for more details on the fees. Our Corporate Information Officer will respond to your request within 30 days of receiving the request, by indicating whether your request for access has been granted.

The request form must:

- provide sufficient particulars to enable the Corporate Information Officer to identify the record/s requested and to identify the requester;
- indicate which form of access is required;
- specify a postal address or fax number of the request in the Republic;
- identify the right that the requester is seeking to exercise or protect;
- provide an explanation of why the requested record is required for the exercise or protection of that right;
- in addition to a written reply, if the requester wishes to be informed of the decision on the request in any other manner, to state the manner and the necessary particulars to be informed in the other manner, if the request is made on behalf of another person, to submit proof of capacity in which the requester is making the request, to the reasonable satisfaction of the head of the private body.

Please note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requestor, access to the requested record and/or information.

The request form must be completed clearly and completely in block letters. Should there be insufficient space on the printed request form in which to answer a question, additional information must be provided on a separate page that is clearly marked and referenced accordingly.

If access to a record and/or information is granted, our response will include:

- An indication of the access fee that should be paid upon gaining access (if any);
- An indication of the form in which the access will be granted;
- A notice that you may lodge an application with the court against the access fee to be paid or the form of the access, including guidance on the procedure for lodging the application.

If access to a record/information is denied, our response will include:

- Adequate reasons for the refusal; and
- Notice that you may lodge an application with the court against the extension and the procedure including the period, for lodging the application. For details on the procedure, please refer to Chapter 2 of Part 4 of the Promotion of Access to Information Act.

Assuming your request of access is granted, you will be able to gain access to the requested records

as soon as is reasonably possible and once the relevant access fee has been paid.
Access will, however, only be granted to a record if the following criteria are fulfilled:

- The record is required for the exercise or protection of any right;
- The requestor complies with the procedural requirements in the Act relating to a request; and
- Access to the record is not refused in terms of any ground for refusal as contemplated in Chapter 4 of Part 3 of the Act.

9 **FEES**

There are two basic types of fees applicable in terms of the Promotion of Access to Information Act – "request" and "access" fees. The non-refundable request fee, is payable on submission of the request for access to a record unless the request is personal in which event there is no applicable fee.

An access fee is payable, prior to the actual gaining of access to the records in the required form.

The applicable fees are prescribed in terms of Part III of Annexure A as identified in Government Notice Number 187, Regulation 11.

10 **REQUEST FOR ACCESS TO INFORMATION ABOUT THIRD PARTIES**

If you request access to a record that contains personal information about a third party, we are obliged to attempt to contact this third party to inform them of the request and to give them an opportunity to respond by either consenting to the access or by providing reasons why the access should be denied.

In the event that the third party furnishes reasons for the support or denial of access, our designated Corporate Information Officer will consider these reasons, in conjunction with the application of the POPI ACT, in determining whether access should be granted.

You may appeal against a refusal of access by our Corporate Information Officer. Please refer to Part 4 of the Promotion of Access to Information Act for further details on the Appeal Process.

11 **PROTECTION OF PERSONAL INFORMATION**

11.1 In granting access to personal information, Quantum Foods ensures the integrity and safekeeping of such information in our possession or under our control and takes the necessary steps to safeguard against and prevent information from being lost, damaged, or unlawfully accessed.

11.2 Quantum Foods has measures in place to define the purpose for which personal information is gathered and processed and that such personal information is collected for a specific lawful purpose. Quantum Foods further ensures that in processing personal information, it does so in a reasonable manner that does not infringe the privacy of a data subject (as defined in the POPI Act).

11.3 In processing personal information of data subjects, Quantum Foods ensures that it obtains the data subject's prior consent and that information retained from data subjects are complete, accurate and not misleading.

12 In compliance with the POPI Act, Quantum Foods has appointed André Hugo Muller as the Compliance Officer for POPI purposes as detailed in Annexure B. AVAILABILITY OF THE MANUAL

This manual is made available in terms of Regulation Number R187 of 15 February 2002 read together with the POPI Act.

A copy of the manual will be available for inspection at:

Our head office (refer to the address provided below); and The South African Human Rights Commission

The manual will also be available on Quantum Foods' Sharepoint as well as on its external website (https://quantumfoods.co.za/promotion-of-access-to-information/).

13 **DISCLAIMER**

The manual does not allege to be exhaustive or to comprehensively deal with every procedure

provided for in the Act.
A requester is advised to familiarise him/her/itself with the provisions of the Act, before lodging any request with Quantum Foods.

ANNEXURE A "FORM C"

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)

[Regulation 10]

(a) A. Particulars of private body

The Head:

Ms Adel Van der Merwe
The Group Chief Executive Officer Quantum Foods (Pty) Ltd
PO Box 1183
Wellington 7654

The Compliance Information Officer: Mr André Hugo Muller
The Company Secretary and Legal Advisor Quantum Foods (Pty) Ltd
PO Box 1183
Wellington 7654

B. Particulars of person requesting access to the record

(a)	The particulars of the person who requests access to the record must be given below.
(b)	The address and/or fax number in the Republic to which the information is to be sent must be given.
(c)	Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:
Identity number:
Postal address:
Fax number:
Telephone number: E-mail address:
Capacity in which request is made, when made on behalf of another person:

(b) C. Particulars of person on whose behalf request is made

This section must be completed *ONLY if* a request *for information is* made on behalf of *another* person.

Full names and surname: Identity number:

D. Particulars of record

(c)	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.
(d)	If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1 Description of record or relevant part of the record:
2 Reference number, if available:
3 Any further particulars of record:

(e) E. Fees

(a)	A request for access to a record, other *than* a record containing personal information about yourself, will be processed only after a request fee has been paid.
(b)	You will be *notified of* the amount required to be paid as the request fee.
(c)	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.
(d)	If you qualify for exemption *of* the payment *of* any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

(f) F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:					Form in which record is required
Mark the appropriate box with an X. NOTES: (a) Compliance with your request in the specified form may depend on the form in which the record is available. (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form. (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.					
1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images this includes photographs, slides, video recordings, computer-generated images, sketches, etc)					
	view the images		copy of the images"		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack audio cassette		transcription of soundtrack* written or printed document		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record"		copy in computer readable form* (stiffy or compact disc)

'If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO

(g) G Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

(h) H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?
Signed at……. This…… day of 20

_____
SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE