

**PAIA MANUAL**  
**OF**  
**TOTAL SOUTH AFRICA (PTY) LTD**

Registration No. : 1954/003325/07

Prepared in accordance of section 51 of the:  
Promotion of Access to Information Act No 2 of 2000

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## 1. An introduction to PAIA

- 1.1. South Africa's system of government, before 27 April 1994, resulted in a secretive and unresponsive culture within public and private bodies, which often led to an abuse of power and human rights violations.
- 1.2. PAIA, together with all relevant legislation, provides you with the right of access to information held by public and private bodies when you request such information in accordance with the provisions of PAIA, for the exercise or protection of any of your or another person's rights.
- 1.3. If you make such a request, a public or private body must release the information unless PAIA or any other relevant law states that the records containing such information may not be released.
- 1.4. For purposes of this Manual, we refer to ourselves as "Total", "we", "us" or "our". We have compiled this Manual to inform you of, and guide you through, the procedural and other requirements with which a PAIA request must comply.

## 2. Where do we access the guide on how to use the Act.

The South African Human Rights Commission must compile a guide to assist people who wish to exercise any rights granted in the Act. The guide is available from the South African Human Rights Commission, the contact details are as follows:

Postal Address:	Private Bag 2700 Houghton, 2041
Telephone:	(011) 877 3627
Facsimile:	(011) 484 0582
Website:	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>
e-mail Address	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>

## 3. Introduction to Total South Africa (PTY) Ltd.

Total South Africa's business focus encompasses the Manufacturing, Sales and Marketing of a range of petroleum products for the Retail, Commercial, Agricultural and Industrial markets. With a portfolio of 547 service stations located throughout South Africa, we are a key player in the country's Petrochemical Market, with products ranging from Jet fuel, Liquid Petroleum Gas to Lubricants, Grease and Kerosene. The company enjoys a 36.6% share in the Natref Refinery and has wholly owned subsidiaries in Namibia, Botswana and eSwatini.

## 4. The Company Information Officer's Contact Details

4.1. A copy of this Manual is available on our website at [www.total.co.za](http://www.total.co.za) and is available by sending a request for a copy to the Information Officer, whose details are as follows:

Street Address: 3 Biermann Ave. Rosebank 2196  
Postal Address: PO Box. 579 Saxonwold 2132  
Telephone: (011) 778 2000  
e-mail Address: [Information.officer@total.co.za](mailto:Information.officer@total.co.za)

4.2. This Manual may also be inspected at Total's head office or at any of our subsidiary companies' offices.

4.3. A copy of this Manual has been provided to the South African Human Rights Commission at the address set out in section 2 above.

## 5. A description of subjects for which records are retained

5.1. PAIA requires us to make access to our records easier. To do so, we have described below, some of the key subjects on which we hold records, divided into categories:

### 5.1.1. Companies Act Records

- Documents of Incorporation;
- Memorandum of Incorporation;
- Minutes of Board of Directors meetings and General Meetings;
- Written Resolutions;
- Records relating to the appointment of directors / auditors / company secretary / public officer and other officers;
- Share Register and other Statutory Registers; and
- Other Statutory Records.

### 5.1.2. Financial Records

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

### 5.1.3. Income Tax Records

- PAYE Records;
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances;
- VAT;
- Regional Services Levies;
- Skills Development Levies;

*MKE*  
*JK*



- UIF; and
- Workmen's Compensation.

#### 5.1.4 Personnel Documents and Records

- Employment contracts;
- Employment policies and procedures;
- Employment Equity Plan;
- Medical Aid records;
- Pension Fund records;
- Internal evaluations and disciplinary records;
- Salary records;
- Disciplinary codes;
- Leave records;
- Training records and manuals;
- Operating manuals;
- Personal records provided by personnel;
- Other statutory records; and
- Related correspondence.


5.2. Total is required to retain certain records of information under the legislation set out in Annexure C to this Manual. Unless disclosure is prohibited by law, contract or otherwise, any person may inspect such records and Total will make such records available for such purpose.

## 6. Information on how you can make a PAIA request to us.


- 6.1. If you would like to make a PAIA request to Total, you must do so on the request form available from the South African Human Resources Commission's website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development's website ([www.doj.gov.za](http://www.doj.gov.za)) (under "Resources-s-Forms"). We have, for your convenience, also attached the form to this Manual. It is attached as Annexure A (Form C).
- 6.2. It is important that you address any requests for access to records to Total at the address or e-mail address provided above in this Manual.
- 6.3. It is important that you provide us with sufficient detail on the request form to enable us to identify you and the record you need from us. You must also indicate in what form you would like to access the records, for example hardcopy printouts or electronic format. Please also let us know whether, in addition to a written response, you would like us to contact you in some other way, for example by telephone or email. If so, please provide us with your additional contact details.
- 6.4. It is vital that you identify the right that you want to exercise or protect and provide us with an explanation of why the requested record is required for the exercise or protection of that right.
- 6.5. If you are making a request on behalf of another person, you must submit proof of the capacity in which you make the request. This proof will be subject to the satisfaction of the Information Officer.
- 6.6. If you do not use the standard form (which is Annexure A [Form C in terms of PAIA] annexed to this Manual), your request may be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed.

- 6.7. Please note that you will also be required to pay the prescribed fees. The list of prescribed fees in respect of requests, and in respect of access to records (if the request is granted) is set out in Annexure B to this Manual.
- 6.8. If you are requesting records that are not related to a personal request, we will first notify you of the prescribed fee (if any) before processing the request any further. You may lodge an internal appeal or an application to Court, against our requirement that you pay a request fee.
- 6.9. We will then decide on the request and notify you in the required form.
- 6.10. If your request is granted, then a further access fee must be paid for the reproduction and search and preparation of the record, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- 6.11. Please note that all requests which we receive, will be evaluated and considered in accordance with PAIA. It is important to remember that, even though we have published this Manual and described the categories and subject matter of information or records that we hold, this does not give you any rights to access such information or records, except in terms of PAIA. Records that you may not be entitled to include those of third parties who are natural persons (i.e. humans), the commercial information of third parties, the safety of individuals or protection of property, those that are privileged from production in legal proceedings, the commercial information of a private body and research information of a third party and a private body.

Signed



**Mariam Kane-Garcia**  
**Managing Director and CEO**



**Chonelle Kelly**  
**Information Officer**



**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. Particulars of private body**

The Head:

**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/e-mail 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:.....

Telephone number: (.....) .....

E-mail address:  
.....

Capacity in which request is made, when made on behalf of another person:

**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**

- (a) 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.
- (b) If the provided space is inadequate, please continue 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. 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. 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 below, state your disability and indicate in which form the record is required.

Disability

Mark the appropriate box with an **X**.

- NOTES:(a) Compliance with your request for access 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 to the record, if any, will be determined partly by the form in which access is requested

<b>1. If the record is in written or printed form:</b>					
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record	<input type="checkbox"/>	<input type="checkbox"/>
<b>2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):</b>					
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>					
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)	<input type="checkbox"/>	<input type="checkbox"/>
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>					
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	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. Particulars of right to be exercised or protected**

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. 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.

Signed at ..... this day ..... of ..... year .....

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

## **ANNEXURE B**

### **FEES IN RESPECT OF PRIVATE BODIES IN TERMS OF PAIA**

1. The fee for a copy of the Manual as contemplated in regulation 9(2)(c) of PAIA is R1,10 is for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) of PAIA are as follows:
  - (a) For every photocopy of an A4-size page or part thereof R 1, 10.
  - (b) 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.
  - (c) For a copy in a computer-readable form on -
    - (i) stiffy disc R7, 50;
    - (ii) compact disc R70,00.
  - (d) For a transcription of visual images,
    - (i) for an A4-size page or part thereof R40,00;
    - (ii) For a copy of visual images R60,00.
  - (e) For a transcription of an audio record,
    - (i)for an A4-size page or part thereof R20,00;
    - (ii) For a copy of an audio record R30,00.
3. The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) of PAIA is R50,00.
4. The access fees payable by a requester referred to in Regulation 11(3) of PAIA are as follows:
  - (1) Printed and Photocopied documents
    - (a) For every photocopy of an A4-size page or part thereof R1,10.
    - (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0,75c.
    - (c) For a copy in a computer-readable form on -
      - (i) stiffy disc R7,50;
      - (ii) compact disc R70,00.
    - (d) For a transcription of visual images,
      - (i) for an A4-size page or part thereof R40,00;
      - (ii) For a copy of visual images R60,00.
    - (e) For a transcription of an audio record,
      - (i) for an A4-size page or part thereof R20,00;
      - (ii) For a copy of an audio record R30,00.
    - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and reparation.

(2) For purposes of section 54(2) of PAIA, the following applies:

- (a) six hours as the hours to be exceeded before a deposit is payable; and
- (b) 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.



