



**VOLKSWAGEN OF SOUTH AFRICA (PTY) LIMITED**  
(Registration Number 1946/023458/07)

(the "COMPANY")

MANUAL

in terms of

**The Promotion of Access to Information Act**

2/2000

(the "ACT")

Compiled by the Legal Department  
July 2002

With acknowledgements to:

1. The South African Human Rights Commission
2. The Department of Justice and Constitutional Development

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*\*Note : The forms and fee structure are available on the Website of the COMPANY, at [www.vw.co.za/policies](http://www.vw.co.za/policies)*

## 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:

<b>The Legal Department</b>	
<b>Postal address</b>	PO Box 80, Uitenhage, 6230
<b>Street address</b>	103 Algoa Road, Uitenhage, 6229
<b>Telephone numbers</b>	041 – 994 4891
<b>Fax numbers</b>	041 – 994 5448
<b>Electronic Mail Address</b>	<a href="mailto:Schady@vwsa.co.za">Schady@vwsa.co.za</a> & <a href="mailto:Skelton@vwsa.co.za">Skelton@vwsa.co.za</a>

## 3. THE ACT

3.1 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.

3.2 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 7 and 8.

3.3 Requesters are referred to the Guide to be compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide will be available in August 2003. 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](http://www.sahrc.org.za)

4. **COMPANY RECORD CLASSIFICATION KEY**

<u>Classification No.</u>	<u>Access</u>	<u>Classification</u>
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]

5. **SUMMARY: RECORDS AVAILABILITY**

<u>Departmental Records</u>	<u>Subject</u>	<u>Classification No.</u>
Communications/Public Affairs Division	• Product Information	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	• Audited Financial Statements	12
	• 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
	• Customer Information:	1
	- Product Brochures	
	- Owner Manuals	
	• Field Records	4,12
	• Performance Records	12
	• Product Sales Records	1
	• Marketing Strategies	12
	• 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

## 6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1 Use the prescribed form, available on the Website of the COMPANY at the following address [www.vw.co.za/policies](http://www.vw.co.za/policies)
- 6.2 Address your request to the Legal Department.
- 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 requests (other than personal requests):

- 7.1 A requestor is required to pay the prescribed fees (R50.00) 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 COMPANY, at the following address [www.vw.co.za/policies](http://www.vw.co.za/policies)