



**MERIDIAN GROUP PROPRIETARY LIMITED**

(Registration Number: 2003/013518/07)

**CMR MERIDIAN PROPRIETARY LIMITED**

(Registration Number: 2012/175796/06)

**BORDAX RETAIL SERVICES GAUTENG PROPRIETARY LIMITED**

(Registration Number: 2021/703400/07)

(collectively, "Meridian" or "the Company")

**PAIA MANUAL**

prepared and published in accordance with  
Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA")

2<sup>nd</sup> Edition

## 1. Purpose and scope of this Manual

- 1.1. The purpose of this Manual is to provide information to the public regarding the procedure to be followed to request information from the Company for the purpose of exercising or protecting rights.
- 1.2. This Manual applies to, collectively and individually as the context may require, Meridian Group Proprietary Limited, with registration number 2003/013518/07; and CMR Meridian Proprietary Limited, with registration number 2012/175796/06; and Bordax Retail Services Gauteng Proprietary Limited, with registration number 2021/703400/07, each a private company registered in the Republic of South Africa;

## 2. The Company and Company details [Section 51(1)(a)]

- 2.1. The Company is a merchandising and sales service provider providing services such as brand expansion strategy, sales and merchandising execution, retail and wholesale management, project solutions and business information systems.
- 2.2. Details:

Type of entity	Private Companies
Registration numbers:	2003/013518/07 (Meridian Group Proprietary Limited); 2012/175796/06 (CMR Meridian Proprietary Limited); and 2021/703400/07 (Bordax Retail Services Gauteng Proprietary Limited)
Postal address	Glass House 1, 309 Umhlanga Rocks Drive, Umhlanga Rocks, KwaZulu-Natal, 4051
Principal place of business address	Glass House 1, 309 Umhlanga Rocks Drive, Umhlanga Rocks, KwaZulu-Natal, 4051
Telephone number	031 563 6965
Director and head of the companies	Neville George Dunn
Designated Information Officer	Neville George Dunn
Email address of Information Officer	<a href="mailto:ndunn@meridiangroup.co.za">ndunn@meridiangroup.co.za</a>
Alternative email address	<a href="mailto:nmseleku@meridiangroup.co.za">nmseleku@meridiangroup.co.za</a>
Website	<a href="https://meridiangrp.co.za">https://meridiangrp.co.za</a>

## 3. Availability of this Manual

- 3.1. A copy is published on our website and a copy can be requested from the Company by sending a request for a copy to the Information Officer by email.
- 3.2. This Manual will also be available at the Company's registered office situated at Glass House 1, 309 Umhlanga Rocks Drive, Umhlanga Rocks, KwaZulu-Natal, 4051.

## 4. Information Regulator

- 4.1. The Information Regulator's contact particulars are:

Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200 | Toll-free: 0800 017 160

Email (general): [enquiries@inforegulator.org.za](mailto:enquiries@inforegulator.org.za)

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

4.2. Requesters are referred to the Guide in terms of section 10 of PAIA compiled by the Information Regulator (South Africa). The Guide explains how to exercise rights under PAIA and is available in all official languages at no cost. The Guide can be accessed on the Information Regulator's website:

## 5. **Schedule of records (Section 51(1)(d))**

5.1. The Company maintains certain records, which include but are not limited to, the categories of information listed below.

5.2. Recording a category or document and/or record in this Manual does not imply that a request for access to such records would be successful. The accessibility of the documents and/or records may be subject to the grounds of refusal.

### Employees and personnel:

- Personal records (eg. name, surname, ID, age, employee code, contact details, banking details, etc.)
- Employment contracts
- Employment policies and procedures
- Internal evaluation and disciplinary records
- Occupational Health and Safety
- Training schedules and material
- Personnel files (such as CV's, KPI's, payslips, IRP5's, etc.)

### Company secretarial:

- Documents of Incorporation and registration documents
- Shareholders agreement
- Share registers and other statutory reports
- Board meeting minutes
- Shareholder meeting minutes
- Regulatory certificates and records

### Client and prospective client related records:

- Client information (such as name, ID number, registration number, physical and registered address, postal address, tax number, VAT number, etc.)
- Client financial records & other information (such as bank account details, financials, product and sales data, etc.)
- Client contact details (such as telephone and cell phone number, fax number and email address)
- Client contracts
- Records generated by or within the Company pertaining to the client

### Financial, Banking and Tax Records

- Accounting records, books and documents
- Interim and annual financial reports
- Details of auditors

- Bank facilities and account details
- Security documents
- Bank statements
- Tax returns
- PAYE records
- Skills Development Levies records

Other records (Company related records):

- Marketing records
- Insurance records
- Operational records
- Lease agreements
- Databases
- Information Technology
- Internal correspondence
- Statutory records
- Internal Policies and Procedures
- Supplier and/or service provider information, contracts and records.

**6. Applicable legislation [PAIA Section 51(1)(c)]**

6.1. Where applicable to the Company's business and operations, information is also available in terms of certain provisions of applicable legislation, which include but are not limited to

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008
- Disaster Management Act 57 of 2002
- Electronic Communication and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Protection of Personal Information Act 4 of 2013

- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 4 of 2002
- Value Added Tax Act 89 of 1991

## **7. Request for access to records**

- 7.1. Should a requester wish to request access to a record of any of the above categories of information, the requester must use the form prescribed in terms of PAIA to request access to the record. The form is annexed to this Manual (Form 2).
- 7.2. A request must be made to the Information Officer by email to the email address set forth in paragraph 2.2 of this Manual.
- 7.3. The requester must provide sufficient detail on the request form to enable the Company 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.
- 7.4. 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.
- 7.5. 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 Company.

## **8. Fees for requesting access to a record**

- 8.1. A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the prescribed request fee before the Company processes the request.
- 8.2. After the Information Officer has made a decision in respect of the request, the requester will be notified in the prescribed form. The form is annexed to this manual (Form 3).
- 8.3. If the request is granted, an additional fee, as prescribed in terms of PAIA, must be paid for the search, reproduction and compilation of the information which has been requested, including copying charges and charges for any time that has exceeded the hours prescribed to search for, reproduce and compile the record for disclosure.