



R E F R A L I N E

Group of Companies

NAME OF COMPANY: *Refraline Group of Companies* consisting of

1. *Refraline (Pty) Ltd - Registration number: 1981/006336/07*
2. *Refraline Natal (Pty) Ltd - Registration number: 1998/002906/07*
3. *DCE Corrosion Engineering (Pty) Ltd - Registration number: 1980/004751/08*
4. *Refraline Northern KZN (Pty) Ltd - Registration number: 2007/030845/07*
5. *Refhold Properties (Pty) Ltd - Registration number: 1990/002046/07*
6. *Cerampro International (Pty) Ltd - Registration number: 1998/007916/07*
7. *Prostart Holdings 8 (Pty) Ltd - Registration number: 2000/031122/07*
8. *The Refraline Employee Share Scheme (Pty) Ltd - Registration number: 2000/024261/07*
9. *RefNtombi (Pty) Ltd - Registration number: 2018/082646/07*

MANUAL
in terms of
Section 51 of
The Promotion of Access to Information Act
2/2000
(the "ACT")

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1. INTRODUCTION

Refraline Group of companies consists of the following legal entities:

Refraline (Pty) Ltd; DCE Corrosion Engineering (Pty) Ltd; Refraline Natal (Pty) Ltd; Refraline Northern KZN (Pty) Ltd; Refhold Properties (Pty) Ltd; Cerampro International (Pty) Ltd; Prostart Holdings 8 (Pty) Ltd; RefNtombi (Pty) Ltd; The Refraline Employee Share Scheme (Pty) Ltd

(herein after referred to as “The Company”) throughout all the documentation.

The scope of the company is the following: **“The development, manufacturing, supply, demolition and installation of refractory materials, civil works, lagging and cladding and corrosion resistant materials**

2. COMPANY CONTACT DETAILS

Company	Contact Details
Refraline (Pty) Ltd	Address: No 82 Bell Street, Meadowdale Ext 1, Germiston, Gauteng, South Africa Tel: (011) 392-0700
Refraline Natal (Pty) Ltd	Address: No 29 Monte Carlo Road, Mahogany Ridge, Kwa-Zulu Natal, South Africa Tel: (031) 700-6330
DCE Corrosion Engineering	Address: 25 Bell Street, Meadowdale Ext 1, Gauteng, South Africa,
Refraline Northern KZN (Pty) Ltd	Address: 11 Ohmzone Road, Alton, Kwa-Zulu Natal, South Africa Tel: (035) 797-4000
Refhold Properties (Pty) Ltd	Address: No 82 Bell Street, Meadowdale Ext 1, Germiston, Gauteng, South Africa Tel: (011) 392-0700
Cerampro International (Pty) Ltd	Address: No 82 Bell Street, Meadowdale Ext 1, Germiston, Gauteng, South Africa Tel: (011) 392-0700
Prostart Holdings 8 (Pty) Ltd	Address: No 82 Bell Street, Meadowdale Ext 1, Germiston, Gauteng, South Africa Tel: (011) 392-0700
The Refraline Employee Share Scheme (Pty) Ltd	Address: No 82 Bell Street, Meadowdale Ext 1, Germiston, Gauteng, South Africa Tel: (011) 392-0700
RefNtombi	Address: 11 Ohmzone Road, Alton, Kwa-Zulu Natal, South Africa Tel: (035) 797-4000

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Persons designated/duly authorised persons:

Directors:

Refraline: Mr. Manfred Rosch (Managing)

Mr. Rudi Koller

Mr. Leon Erasmus

Mr. Sehloho Philemon

Refraline Natal: Mr. Leon Erasmus (Managing Director)

Mr. Manfred Rosch

Mrs. Moira Harris

Mr. Thabo Dhlamini

DCE Corrosion Engineering: Mr. Phillipus Wessels (Managing Director)

Mr. Manfred Rosch

Mr. Thabo Dhlamini

Refraline Northern KZN: Mr. L. Erasmus (Managing Director)

Mr. Manfred Rosch

Refold Properties (Pty) Ltd: Mr. Manfred Rosch

Mr. Rudi Koller

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Cerampro International (Pty) Ltd: Mr. Manfred Rosch

Mr. Rudi Koller

Prostart Holdings 8 (Pty) Ltd: Mr. Manfred Rosch

Mr. Rudi Koller

Mr. Chris Nagel

The Refraline Employee Share Scheme (Pty) Ltd:

Mr. Chris Nagel

Mr. Sehloho Philemon

Mr. Thabo Dhlamini

RefNtombi (Pty) Ltd: Mr. L. Erasmus (Managing Director)

Mr. Manfred Rosch

Miss. Andile Mtshali

Chief Information Officer for Group: Mr. Jacques Krog

Contact number: 011 392-0700

Fax: 011 392-2501

Email: jkrog@refraline.com

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3. THE ACT

- 3.1** The ACT grants a requester access to records of a private body, 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 6 and 7 of the Act.
- 3.3** Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC. The contact details of the Commission are:
- Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

4. APPLICABLE LEGISLATION

<u>No</u>	<u>Ref</u>	<u>Act</u>
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 37 of 2002	Financial Advisory and Intermediary Services Act
8	No 75 of 1997	Basic Conditions of Employment Act
9	No 69 of 1984	Close Corporations Act
10	No 25 of 2002	Electronic Communications and Transactions Act
11	No 2 of 2000	Promotion of Access of Information Act
12	No 30 of 1996	Unemployment Insurance Act
13	No 85 of 1993	Occupational Health and Safety Act & Regulations
14	No 107 of 1998	National Environmental Management Act
15	No 39 of 2004	National Environmental Management Air Quality
16	No 59 of 2008	National Environmental Management Waste Act
17	No 36 of 1998	National Water Act
18	No 97 of 1998	Skills Development Act

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5. Schedule of Records

<u>Records</u>	<u>Subject</u>	<u>Availability</u>
Public Affairs	<ul style="list-style-type: none">• Public Product Information• Public Corporate Records.• BEE Certificate	<i>Request via email</i> <i>Request via email</i> <i>Request via email</i>
Financial	<ul style="list-style-type: none">• Financial Statements• Financial and Tax Records (Company & Employees)• Asset Register	<i>Proprietary (Pty) Ltd</i> <i>Request in terms of PAIA.</i> <i>Request in terms of PAIA</i>
Marketing	<ul style="list-style-type: none">• Market Information• Public Customer Information:<ul style="list-style-type: none">◦ Product Brochures◦ Owner Manuals◦ Safety Data Sheets• Field Records• Performance Records• Product Sales Records• Marketing Strategies• Customer Database	<i>Limited Information available on web site. (see above)</i> <i>Request via email</i> <i>Request via email</i> <i>Request via email</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i>
Safety, Health and Environmental	<ul style="list-style-type: none">• Health and safety management records• Environmental management records• Permits, by-law certificates, licences.• Medical records (subject to POPI).• Monitoring and survey reports• ISO 9001:2015 Certificate• OHSAS 18001:2007 Certificate• COID Letter of good standing•	<i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Website</i> <i>Website</i> <i>Require via email</i>
General	<ul style="list-style-type: none">• Training records (subject to POPI).• Skills development plans• Employment equity reports• Third party liability insurance• Company Registration certificate	<i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request in terms of PAIA</i> <i>Request via email</i>

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6. FORM OF REQUEST

To facilitate the processing of your request, kindly:

- 6.1** Use the prescribed form, available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.
- 6.2** Address your request to the Chief Information Officer.
- 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 SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za.