

TIGER BRANDS



TIGER BRANDS LIMITED
REGISTRATION NUMBER 1944 / 017881 / 06

**MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO
INFORMATION ACT
ACT 2 / 2000
("THE ACT")**



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1. INTRODUCTION

Tiger Brands Limited (“**Tiger Brands**”), a Top 40 JSE Listed company whose footprint extends across the African continent and beyond, is one of the largest manufacturers and marketers of FMCG products in Southern Africa, and has been for several decades. Our group focus is on the core business of FMCG categories that spread across the value chain. Our wide range of brands are underpinned by comprehensive research and meaningful insights into each of the markets in which Tiger Brands operates

2. COMPANY CONTACT DETAILS

Street Address: Tiger Brands Limited
3010 William Nicol Drive, Bryanston

Postal Address: PO Box 78056
Sandton
2146

Phone Number: +27 11 840 4000

Fax Number: +27 11 514 0084

Chief Information

Officer: Ms. Thiroshnee Naidoo

E-mail Address: Rosh.naidoo@tigerbrands.com

Company Website: www.tigerbrands.com



3. THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

- 3.1 The Act grants a requester of information 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.
- 3.3 Requesters are referred to the Guide which has been compiled in terms of Section 10 of the Act, in each official language, by the South African Human Rights Commission (“the SAHRC”). The Guide contains information for the purposes of exercising a requester’s right to access to information as contained in the Constitution of the Republic of South Africa. A copy of the Guide is available from the SAHRC. The contact details of the SAHRC are as follows:

The South African Human Rights Commission

Physical Address: Braampark Forum 3, 33 Hoofd Street, Braamfontein,
Johannesburg

Postal Address: Private Bag 2700, Houghton, 2041

Telephone Number: +27-11-877 3600

Website: www.sahrc.org.za

4. SCHEDULE OF RECORDS AVAILABLE PUBLICLY WITHOUT A FORMAL REQUEST FOR ACCESS IN TERMS OF THE ACT

Records of a public nature, typically those disclosed on the Tiger Brands website or in other publicly available records, may be accessed directly from the website without the need to submit a formal application. Other non-confidential records, such as those maintained at the Companies and Intellectual Property Commission (“CIPC”) may also be accessed directly from the CIPC, and/or other relevant body, without the need to submit a formal application.

Examples of information and where to typically find such information is listed below:



Category of Records	Subject	Availability
Public Interest	<ul style="list-style-type: none"> Public Product Information Media Releases 	Freely available on web site: www.tigerbrands.com
Financial	<ul style="list-style-type: none"> Group Annual Financial Statements Group Interim Audited Report 	Registrar of Companies / Company Website: www.tigerbrands.com
Company Secretarial	<ul style="list-style-type: none"> Memorandum and Articles of Association Contents of the Register of Directors 	<ul style="list-style-type: none"> Registrar of Companies Registrar of Companies / Company Website: www.tigerbrands.com

5. REQUEST PROCEDURES

- 5.1 All information which is not publically available must be requested through the process set out herein and the request form must be completed with all relevant information set out in paragraph 5.3 - (i) to (vii) below, and must substantially correspond with the prescribed form in terms of the Act.
- 5.2 The Chief Information Officer has been delegated with the task of receiving and co-ordinating any requests for access to records in terms of the Act.
- 5.3 Every request shall:
- (i) Specify the description of the record concerned and the location of the record, if known.
 - (ii) Provide sufficient particulars of the records required to enable the company to identify the record or records requested and the requester.
 - (iii) Indicate the form of access required.
 - (iv) Specify a postal address or fax number in South Africa, or an e-mail address.



- (v) Identify the right you want to exercise or protect and give an explanation why the record is needed for this purpose.
- (vi) Indicate the form of reply to your request, other than a written reply, which you prefer, with the relevant particulars.
- (vii) Give proof of the capacity in which you are acting, if requesting access on behalf of another.

5.4 All requests must be sent to:

Designation of Person: Chief Legal Officer / Chief Information Officer
Name of Company: Tiger Brands Limited
Postal Address: PO Box 78056, Sandton, 2146

Fax: +27 11 884 4592
E-mail: rosh.naidoo@tigerbrands.com

5.5 The request for access to records will deem to have been made once the form has been received by our offices.

5.6 The forms and fee structure are available on the following websites:

South African Human Rights Commission: www.sahrg.org.za ; or

Department of Justice and Constitutional Development: www.doj.gov.za (under "Regulations")

6. AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection at the offices of Tiger Brands Limited and copies can be made at a charge of R1.10 (One Rand Ten Cents) per A4 page. Copies are also available from the South African Human Rights Commission and on our website: <http://www.tigerbrands.com>



7. REFUSAL OF ACCESS TO RECORDS

- 7.1 As a private body, Tiger Brands may refuse a request for information which:
- 7.1.1 if disclosed or provided, may amount to a contravention of any law, regulation or contractual obligation, including but not limited to the Protection of Personal Information Act, No 4 of 2013 ("POPI Act").
 - 7.1.2 may amount to commercially sensitive information or trade secrets of Tiger Brands or other third parties;
 - 7.1.3 appears to be frivolous or vexatious in nature.
- 7.2 Any person who is dissatisfied with the Information Officer's decision to refuse access to any information may, within 30 (thirty) days of notification of the decision, apply to a Court for relief.

8. TIGER BRANDS PRIVACY PRACTICES

- 8.1 Tiger Brands collects information from its business or its website or through marketing campaigns, etc. which information may be of a personal information and which information is protected under POPI Act.
- 8.2 Tiger Brands collects personal information where it has obtained the consent of the person to whom the information belongs and where it:
- 8.2.1 has a legitimate requirement to use or process such information; or
 - 8.2.2 meet its responsibilities to customers, employees and other natural or juristic persons.
- 8.3 Tiger Brands may disclose personal information lawfully to:
- 8.3.1 Any regulatory authority (i.e. the Financial Services Board) and the regulators they appoint for the various financial sectors;
 - 8.3.2 Comply with any regulation passed under the relevant legislation, or any legal process
 - 8.3.3 Protect and defend Tiger Brands rights and property (including its intellectual property);
 - 8.3.4 Protect public interest;



- 8.3.5 Legal advisors or similar service providers with the appropriate undertakings to protect the information; or
- 8.3.6 Group companies and subsidiaries.

- 8.4 Tiger Brands may supply employee personal information to:
 - 8.4.1 Pension/provident fund and/or their trustees;
 - 8.4.2 Medical Aid funds;
 - 8.4.3 Recruitment companies; or
 - 8.4.4 Credit Bureau

- 8.5 Where Tiger Brands uses the services of third parties to process personal information, Tiger Brands will ensure that the necessary contractual measures are in place to protect against loss or disclosure of such personal information.