

	VOPAK SOUTH AFRICA PAIA Manual	VSA-HR-POL-31.088960
		Rev. Date: 05-08-2026
		Rev No.: 01

Vopak South Africa

A Guide to ACCESSING OUR INFORMATION

**Our Manual in terms of Section 51 of the
Promotion of Access to Information Act**

Vopak Terminal Durban (Pty)
Ltd
Reg. No. 1996/011237/07

Vopak South Africa
Developments (RF) (Pty)
(Ltd)
Reg. No.2008/019455/07

Vopak Investment South
Africa (RF) (Pty) Ltd
Reg. No.1996/011236/07

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1. PREAMBLE

- 1.1 The Promotion of Access to Information Act, 2000 (**PAIA**), came into operation on 9 March 2001. PAIA gives effect to the constitutional right of access to information held by the State or by another person where such information is required for the exercise or protection of any rights. To this end, PAIA affords both natural and juristic persons the right to access records held by public and private bodies, subject to the provisions and limitations set out in the Act. Where a request for access to records is made to a private body in terms of PAIA, that body is obliged to disclose the requested information if the requester establishes that the information is required for the exercise or protection of a right and none of the statutory grounds for refusal provided for in PAIA apply.
- 1.2 Section 51 of PAIA obliges private bodies to compile a manual to enable a person to obtain access to information held by such a private body and stipulates the minimum requirements that the manual has to comply with.
- 1.3 This Manual constitutes Vopak's PAIA manual. This Manual is compiled in accordance with section 51 of PAIA as amended by the Protection of Personal Information Act, 2013 (**POPIA**), which gives effect to everyone's Constitutional right to privacy. POPIA promotes the protection of personal information processed by public and private bodies, including certain conditions to establish minimum requirements for the processing of personal information.
- 1.4 This Manual also contains information regarding the procedure for submitting objections to the processing of personal information, as well as requests for the deletion or destruction of personal information or records thereof, in accordance with the provisions of the POPIA.

2. ABOUT VOPAK

- 2.1 Vopak South Africa (**Vopak**) is an independent tank storage provider, specialising in the storage and handling of bulk liquid products, operating throughout South Africa.
- 2.2 Vopak comprises the following entities:
 - (a) Vopak Terminal Durban (Pty) Ltd, registration number 1996/011237/07;
 - (b) Vopak South Africa Developments (RF) (Pty) (Ltd), registration number 2008/019455/07; and
 - (c) Vopak Investment South Africa (RF) (Pty) Ltd, registration number 1996/011236/07.

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3. CONTACT DETAILS

Physical Address	89 Albert Terrace, Point, Durban, 4001, South Africa
Postal Address	PO BOX 21030, 4036
Telephone Number	0314669200
Information Officer	Oliver Naidu oliver.naidu@vopak.com
Deputy Information Officer	Bongiwe Mthombeni bongiwe.mthombeni@vopak.com
Administration Officer	Siemonne Terblanche Siemonne.terblanche@vopak.com

4. INFORMATION REGULATORS GUIDE

In accordance with section 10 of PAIA, the Information Regulator has compiled an official Guide to assist persons in exercising their rights of access to information in terms of PAIA and POPIA. The Guide is available free of charge from the Information Regulator and provides practical guidance on the procedures for requesting access to records and exercising rights under both PAIA and POPIA.

5. OBJECTIVES OF THIS MANUAL

- 5.1 The objectives of this Manual are:
- to provide a description of the records held by Vopak;
 - set out the requirements governing requests for access to records in terms of PAIA, including who may submit such requests and the grounds upon which access to records may be refused;
 - prescribe the manner and form in which requests for access to records must be submitted; and
 - comply with the additional requirements imposed by POPIA.

6. AVAILABILITY OF THIS MANUAL

Copies of this Manual are available for inspection, free of charge, at the offices of Vopak and at www.vopak.com

7. INFORMATION REQUEST

- 7.1 PAIA provides that a person may only make a request for information, if the information is required for the exercise or protection of a legitimate right.
- 7.2 Accordingly, access to records will not be granted unless the requester provides sufficient particulars to enable Vopak to identify the right that the requester seeks to exercise or protect, together with an explanation as to why the requested record is required for the exercise or protection of that right. The exercise of the right of access to information is subject to justifiable limitations, including the reasonable protection of privacy, commercial confidentiality, and effective, efficient and good governance. Furthermore, PAIA and the procedures set out in

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this Manual may not be used to obtain access to records for the purposes of criminal or civil proceedings where such access is provided for in any other law, nor may a request for access be made after the commencement of such proceedings.

- 7.3 The Information Officer and Deput Information Officer(s) have been delegated with the task of receiving and co-ordinating all requests for access to records in terms of PAIA to ensure proper compliance with PAIA and POPIA.
- 7.4 The Information Officer and Deput Information Officer(s) will facilitate the liaison with the internal legal team on these requests.
- 7.5 All requests in terms of PAIA and this Manual must be addressed to the Information Officer and/or Deput Information Officer(s) using the details in paragraph 3 above.

8. CATEGORIES OF RECORDS AVAILABLE ON REQUEST

- 8.1 Vopak maintains records on the following categories of information:

Statutory company information	⌚ A copy of the Memorandum of Incorporation and any amendments or alterations to it; ⌚ A record of our directors; ⌚ Copies of reports presented at annual general meetings; ⌚ Copies of Annual Financial Statements, including: (i) auditor's report, if the Annual Financial Statements are audited; and (ii) directors' report; ⌚ Copies of accounting records required in terms of the Companies Act, 71 of 2008; ⌚ Notices of all shareholders meetings; ⌚ Minutes of all shareholders meetings; ⌚ All resolutions adopted by the shareholders and any documents made available by us to the shareholders in relation to their resolutions; ⌚ Copies of written communications sent generally by us to all shareholders; ⌚ Minutes of all meetings of directors, or directors' committees, or the audit committee (if any); ⌚ Resolutions of directors, or directors' committees, or the audit committee (if any); ⌚ Securities register; and ⌚ If applicable, a record of our company secretaries and auditors, including: (iii) the name of each such person; and (iv) the date of each of their appointments.
Accounting records	⌚ Books of account including journals and ledgers; and

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	⌚ Delivery notes, orders, invoices, statements, receipts, vouchers and bills of exchange.
Statutory employee records	⌚ Employees' names and occupations; ⌚ Time worked by each employee; ⌚ Remuneration paid to each employee; ⌚ Date of birth of each employee; ⌚ Wages register; ⌚ Attendance register; ⌚ Employment equity plan; ⌚ Salary and wages register; ⌚ Records of foreign employees; ⌚ Collective agreements (if any) and any records required in terms thereof; ⌚ Arbitration awards (if any) and any records required in terms thereof; ⌚ Determinations made in terms of the National Minimum Wage Act, 2018 (if any) and any records required in terms thereof; ⌚ Records of strikes, lockouts or protest action (if any); ⌚ Industrial training records; ⌚ Staff records (after date of employment ceases); ⌚ Expense accounts; ⌚ Tax returns of employees; and ⌚ Skills development plan.
Other employee records	⌚ Employee contracts; ⌚ Maternity leave policy; ⌚ Disability insurance policy; ⌚ Funeral insurance policy; ⌚ Educational assistance loan scheme; ⌚ Code of conduct; ⌚ Incentive schemes; ⌚ Staff loan schemes; ⌚ Relocation policy; and ⌚ Housing scheme.
Pension and retirement fund records	⌚ Pension Fund Rules; ⌚ Pension Fund account records; ⌚ Minutes of meetings of trustees and members; ⌚ Actuarial valuation reports; ⌚ Contribution reports; and ⌚ Annual accounts.
Environmental health and safety	⌚ Noise exposure records; ⌚ Water quality programme monitoring records; ⌚ Waste water assessment and monitoring records; ⌚ Records of waste water discharges; ⌚ Records of waste water storage and waste water disposal; ⌚ Employee medical surveillance records in respect of hazardous chemical substances; ⌚ Records of investigations and tests in respect of hazardous chemicals and substances;

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	⌚ Records of risk assessments and monitoring results in respect of hazardous biological agents; ⌚ Records of assessment and air monitoring and asbestos inventory; ⌚ Medical surveillance records relating to asbestos work; ⌚ Records of type of work carried out with asbestos; ⌚ Records of training given to employees in respect of exposure to asbestos; ⌚ Records of assessment and air monitoring for lead exposure; ⌚ Biological monitoring and medical surveillance records and results of biological tests for lead exposure of employees; ⌚ Safety management systems, data and audits; ⌚ Industrial hygiene programs, data and audits; ⌚ Employee public health emergency action plans; ⌚ Permits, licences, approvals and registrations for operations of sites and business; ⌚ Emergency response plans; ⌚ Environmental impact assessments; ⌚ Environmental management programs and systems; ⌚ Details of aqueous discharges; ⌚ Details of solid waste discharges; ⌚ Details of air emission discharges; and ⌚ Environmental authorisations.	
Intellectual property	⌚ Agreements relating to intellectual property such as licence agreements, research and development agreements, use agreements, joint venture agreements, consulting agreements, and joint development agreements; ⌚ Designs and design applications; and ⌚ Copyright protected material.	
Agreements and contracts	⌚ Agreements concerning provision of services or materials; ⌚ Funding agreements; ⌚ Acquisition or disposal documentation; ⌚ Agreements with contractors and suppliers; ⌚ Agreements with governmental agencies; ⌚ Purchase or lease agreements; ⌚ Agreements with customers; ⌚ Restraint agreements; ⌚ Distributor, dealer or agency agreements; ⌚ Warranty agreements; ⌚ Agreements with shareholders, officers or directors; ⌚ Loan agreements; ⌚ Acquisition or disposal documentation; ⌚ Joint venture agreements, partnership agreements or participation agreements; ⌚ Shareholder agreements; and ⌚ Storage and handling agreements.	
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Fixed property	⌚ Title deeds; ⌚ Leases; ⌚ Building plans; and ⌚ Mortgage bonds or other encumbrances to fixed property.
Moveable property	⌚ Asset register; ⌚ Finance and lease agreements; ⌚ Notarial bonds; and ⌚ Deeds of pledge.
Taxation	⌚ Copies of all income tax returns and other tax returns and documents.
Legal	⌚ Material licences, permits and authorisations.
Insurance	⌚ Insurance policies; ⌚ Claim records; and ⌚ Details of insurance coverages, limits and insurers.
Transportation	⌚ Transportation rights; ⌚ Permits; ⌚ Transportation system delivery plan; and ⌚ Transportation, storage and warehouse contracts.
Information technology	⌚ Hardware; ⌚ Operating systems; ⌚ Telephone lines, leased lines and data lines; ⌚ LAN installations; ⌚ Software packages; and ⌚ Agreements and licences.
Sales and marketing	⌚ Brochures, newsletters and advertising materials; ⌚ Public relations policies and procedures; and ⌚ Domestic and export orders.
Black economic empowerment	⌚ Recruitment and employment equity policies; ⌚ Ratings conducted by accredited rating agencies; ⌚ Supplier and preferential procurement information; and ⌚ Skills development policy.

8.2 Please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case-by-case basis in accordance with the provisions of PAIA.

8.3 Please note further that many of the records held by Vopak are those of third parties, such as customer and employees, and Vopak takes the protection of third party confidential information very seriously. For further information on the grounds of refusal of access to a record please see paragraph 9.5 below. Requests for access to these records will be considered very carefully. Please ensure that requests for such records are adequately motivated.

9. PROCEDURE FOR REQUESTING ACCESS TO THE ABOVE INFORMATION

9.1 Completion of the prescribed form

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- (a) If you wish to request access to any of the above categories of information, you are required to complete a request form which must substantially correspond with **Annexure A** hereto.
 - (b) A request for access to information which does not comply with the formalities as prescribed by PAIA will be returned to you.
 - (c) POPIA provides that a data subject may, upon proof of identity, request Vopak to confirm, free of charge, all the information it holds about the data subject and may request access to such information, including information about the identity of third parties who have or have had access to such information.
 - (d) POPIA also provides that where the data subject is required to pay a fee for services provided to him/her, Vopak must provide the data subject with a written estimate of the payable amount before providing the service and may require that the data subject pays a deposit for all or part of the fee.
 - (e) Grounds for refusal of the data subject's request are set out in PAIA and are discussed below.
 - (f) POPIA provides that a data subject may object, at any time, to the processing of personal information by Vopak, on reasonable grounds relating to his/her particular situation, unless legislation provides for such processing. The data subject must complete the prescribed form attached hereto as **Annexure D** and submit it to the Information Officer and/or the Deputy Information Officer at the postal or physical address, or electronic mail address set out in paragraph 3.
 - (g) A data subject may also request Vopak to correct or delete personal information about the data subject in its possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully; or destroy or delete a record of personal information about the data subject that Vopak is no longer authorised to retain records in terms of POPIA's retention and restriction of records provisions.
 - (h) A data subject that wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the Information Officer and/or the Deputy Information Officer at the postal or physical address, or electronic mail address set out above on the form attached hereto as **Annexure E**.
- 9.2 Proof of identity is required to authenticate your identity and the request. Accordingly, you will also be required to submit acceptable proof of identity such as a certified copy of your identity document.
- 9.3 There is a prescribed fee (payable in advance) for requesting and accessing information in terms of PAIA. Details of these fees are contained in **Annexure B**. You may also be called upon to pay the additional fees prescribed by regulation for searching for and compiling the information which you have requested, including copying charges. When a decision to grant a request has been taken, the record will not be disclosed until the necessary fees have been paid in full.
- 9.4 Timelines for consideration of a request for access:
- (a) Requests will be processed within 30 days, unless the request contains considerations that are of such a nature that an extension of the time limit is needed.

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- (b) The Information Officer and/or the Deputy Information Officer will inform the requester of the decision, and the fees payable (if applicable) on a form that corresponds substantially with Form 3 of Annexure A to Government Notice No. R.757 dated 27 August 2021 promulgated under the PAIA Regulations (provided as **Annexure C** hereto).
- (c) Should an extension be required, you will be notified, together with reasons explaining why the extension is necessary.

9.5 Grounds for refusal of access and protection of information:

- (a) There are various grounds upon which a request for access to a record may be refused. These grounds include:
 - ⌚ the protection of personal information of a third person (who is a natural person) from unreasonable disclosure;
 - ⌚ the protection of commercial information of a third party (for example: trade secrets; financial, commercial, scientific or technical information that may harm the commercial or financial interests of a third party);
 - ⌚ if disclosure would result in the breach of a duty of confidence owed to a third party;
 - ⌚ if disclosure would jeopardise the safety of an individual or prejudice or impair certain property rights of a third person;
 - ⌚ if the record was produced during legal proceedings, unless that legal privilege has been waived;
 - ⌚ if the record contains trade secrets, financial or sensitive information or any information that would put Vopak (at a disadvantage in negotiations or prejudice it in commercial competition); and/or
 - ⌚ if the record contains information about research being carried out or about to be carried out on behalf of a third party or by Vopak.
- (b) If the request for access to information affects a third party, then such third party must first be informed within 21 days of receipt of the request. The third party would then have a further 21 days to make representations and/or submissions regarding the granting of access to the record.

10. REMEDIES AVAILABLE TO A REQUESTER ON REFUSAL OF ACCESS

- 10.1 If the Information Officer and/or the Deputy Information Officer decides to grant you access to a particular record, such access must be granted within 30 days of being informed of the decision.
- 10.2 There is no internal appeal procedure that may be followed after a request to access information has been refused. The decision made by the Information Officer is final. If you are not satisfied with the outcome of the request, you are entitled to apply to a court of competent jurisdiction to take the matter further.
- 10.3 Where a third party is affected by the request for access and the Information Officer and/or the Deputy Information Officer have decided to grant you access to the record, the third party has 30 days in which to appeal the decision in a court of competent jurisdiction. If no appeal has been lodged by the third party within 30 days, you must be granted access to the record.

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11. AUTOMATICALLY AVAILABLE INFORMATION

- 11.1 Information that is obtainable via the Vopak website about Vopak is automatically available and need not be formally requested in terms of this Manual.
- 11.2 The following categories of records are automatically available for inspection, purchase or photocopying:
- newsletters;
 - reports;
 - press releases;
 - publications; and
 - various literature intended for public viewing.

12. INFORMATION AVAILABLE IN TERMS OF POPIA

In terms of POPIA, personal information must be processed for a specified purpose. The purpose for which data is processed by Vopak will depend on the nature of the data and the particular data subject. This purpose is ordinarily disclosed, explicitly or implicitly, at the time the data is collected.

12.1 Categories of data subjects and personal information collected by Vopak:

Employees	⌚ Name and contact details ⌚ Identity number and identity documents ⌚ Employment history and references ⌚ Employee number ⌚ Banking and financial details ⌚ Details of payments to third parties (deductions from salary) ⌚ Employment contracts ⌚ Employment equity plans ⌚ Medical aid records ⌚ Pension fund records ⌚ Remuneration/salary records ⌚ Performance appraisals ⌚ Disciplinary records ⌚ Leave records ⌚ Training records ⌚ Qualifications ⌚ Parental status ⌚ Biometrics ⌚ Medical records ⌚ Marital status ⌚ Disability status ⌚ Criminal records
	⌚ Name and contact details ⌚ Identity and/or company information and directors' information ⌚ Banking and financial information

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	⌚ Information about products or services ⌚ Other information not specified, reasonably required to be processed for business operations
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12.2 The Purpose of Processing Personal Information:

For employees	⌚ Verification of applicant employees' information during recruitment process ⌚ Performing duties in terms of employment contract ⌚ Communicating by email, SMS, letter, telephone or in any other way ⌚ Regulatory and other obligations ⌚ Pension ⌚ Medical aid ⌚ Payroll ⌚ Disciplinary action ⌚ Training ⌚ Any other reasonably required purpose relating to the employment or possible employment relationship
For customers / vendors / suppliers / other businesses:	⌚ Verifying information and performing checks ⌚ Purposes relating to the agreement or business relationship or possible agreement or business relationships between the parties ⌚ Communicating with customers by email, SMS, letter, telephone or in any other way ⌚ Performing other administrative and operational purposes including the testing of systems ⌚ Payment of invoices ⌚ Recovering any debt customers may owe to Vopak ⌚ Complying with Vopak's regulatory and other obligations ⌚ Any other reasonably required purpose relating to Vopak's business
For prospective customers:	⌚ Verifying and updating information ⌚ Pre-scoring ⌚ Direct marketing ⌚ Any other reasonably required purpose relating to the processing of a prospect's personal information reasonably related to Vopak's business

12.3 The recipients or categories of recipients to whom the personal information may be supplied:

- (a) any firm, organisation or person that Vopak uses to collect payments and recover debts or to provide a service on its behalf;
- (b) any firm, organisation or person that/who provides Vopak with products or services;
- (c) any payment system used by Vopak;

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- (d) regulatory and governmental authorities or ombudsmen, or other authorities, including tax authorities, where Vopak has a duty to share information;
- (e) credit bureaus;
- (f) third parties to whom payments are made on behalf of employees;
- (g) financial institutions from whom payments are received on behalf of data subjects;
- (h) any other operator not specified;
- (i) employees, contractors and temporary staff; and
- (j) agents.

12.4 **Planned transborder flows of personal information:**

- (a) storing information electronically; and
- (b) making use of third-party service providers to fulfil a business function on behalf of Vopak.

12.5 Vopak takes extensive information security measures to ensure the security, confidentiality, integrity and availability of personal information in our possession. This is supported by appropriate technical and organisational measures designed to ensure that personal data remains confidential and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage.

13. **INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION**

13.1 Information is available in terms of certain provisions of the following legislation to the persons or entities specified in such legislation:

- ⌚ *Administration of Estates Act 66 of 1965*
- ⌚ *Basic Conditions of Employment Act 75 of 1997*
- ⌚ *Broad-Based Black Economic Empowerment Act 53 of 2003*
- ⌚ *Close Corporations Act 69 of 1984*
- ⌚ *Companies Act 61 of 1973*
- ⌚ *Compensation for Occupational Injuries and Health Diseases Act 130 of 1993*
- ⌚ *Competition Act 89 of 1998*
- ⌚ *Consumer Protection Act 68 of 2008*
- ⌚ *Copyright Act 98 of 1978*
- ⌚ *Customs and Excise Act 91 of 1964*
- ⌚ *Customs and Excise Amendment Act 32 of 2014*
- ⌚ *Customs Duty Act 30 of 2014*
- ⌚ *Debt Collectors Act 114 of 1998*
- ⌚ *Electronic Communications and Transactions Act 25 of 2002*
- ⌚ *Electronic Communications Act 36 of 2005*
- ⌚ *Employment Equity Act 55 of 1998*
- ⌚ *Financial Advisory and Intermediary Services Act 37 of 2002*
- ⌚ *Financial Intelligence Centre Act 38 of 2001*
- ⌚ *Income Tax Act 58 of 1962*
- ⌚ *Insolvency Act 24 of 1936*
- ⌚ *Labour Relations Act 66 of 1995*
- ⌚ *National Credit Act 34 of 2005*

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- ⌚ *National Environmental Management Act 107 of 1998*
- ⌚ *National Environmental Management Laws Amendment Act 25 of 2014*
- ⌚ *National Railway Safety Regulator Act 16 of 2002*
- ⌚ *National Road Traffic Act 93 of 1996*
- ⌚ *Occupational Health & Safety Act 85 of 1993*
- ⌚ *Pension Funds Act 24 of 1956*
- ⌚ *Prevention of Organised Crime Act 121 of 1998*
- ⌚ *Prevention and Combating of Corrupt Activities Act 12 of 2004*
- ⌚ *Protection of Personal Information Act 4 of 2013*
- ⌚ *Promotion of Access to Information Act 2 of 2000*
- ⌚ *Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000*
- ⌚ *Protected Disclosures Act 26 of 2000*
- ⌚ *Regulation of Interception of Communications and Provision of Communication-related Information Act No. 70 of 2002*
- ⌚ *Skills Development Act 97 of 1998*
- ⌚ *Skills Development Levies Act 9 of 1999*
- ⌚ *Stamp Duties Act 77 of 1968*
- ⌚ *Stock Exchanges Control Act 1 of 1985 (and the rules and listing requirements of the JSE Securities Exchange authorised in terms thereof)*
- ⌚ *Unemployment Contributions Act 4 of 2002*
- ⌚ *Unemployment Insurance Act 30 of 1966*
- ⌚ *Value Added Tax Act 89 of 1991*
- ⌚ *Such other legislation as may from time to time be applicable*

13.Document Changes

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ANNEXURE A
FORM 2

REQUEST FOR ACCESS TO RECORD
(Regulation 7)

Requests can be submitted either via post or email bongiwe.mthombeni@vopak.com and copy siemonne.terblanche@vopak.com and should be addressed to the Information Officer and/or Deputy Information Officer.

Note:

Proof of identity must be attached by the requester.

If requests made on behalf of another person, proof of such authorisation must be attached to this form.

To: The Information Officer and/or Deputy Information Officer

P.O. Box 21030

Bluff, 4036 Durban

Rep. of South Africa

(Postal Address)

Email address: bongiwe.mthombeni@vopak.com, siemonne.terblanche@vopak.com

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person

Personal Information

Full names and surname: _____

Identity number _____

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

Postal Address: _____

Street Address: _____

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Email Address: _____

Contact Numbers:

Telephone (business): _____

Cell Number: _____

PARTICULARS OF RECORD REQUESTED

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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of the record:

Reference number if available: _____

Any further particular of record:

TYPE OF RECORD (Mark with an "X")

Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	

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Record is held on a computer or in an electronic, or machine-readable form	
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FORM OF ACCESS

(Mark with an “X”)

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription or virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS

(Mark with an “X”)

Personal inspection of record at registered address of private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	

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Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected:

Explain why the record requested is required for the exercise or protection of the aforementioned right:

FEES

- a) A request fee must be paid before the request will be considered.
- b) You will be notified of the amount of the access fee to be paid.
- 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:

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address:

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Electronic communication:

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / Person on behalf of whom the request is made.

FOR OFFICIAL USE
Reference Number:
Request received by: (state rank, name and surname of Information Officer):
Date received:
Access fees:
Deposit (if any):
 Signature of Information Officer / Deputy Information Officer

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ANNEXURE B
FEES IN RESPECT OF PRIVATE BODIES

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy of A4-size page	R2.00 per page or part thereof
3.	Printed copy of A4-size page	R2.00 per page or part thereof
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be out-sourced. Will depend on quotations from the service provider.
6.	Copy of visual images	Service to be out-sourced. Will depend on quotations from the service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	For a copy in an audio record on: (i) Flash drive (to be provided by requester) (ii) Compact disc • If provided by requester • If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of:	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of the amount per request calculated in terms of items 2 to 8.

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11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.
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ANNEXURE C
FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE
(Regulation 8)

Requests can be submitted either via post or email and should be addressed to the Information Officer and/or Deputy Information officer.

Note:

- 1) If your request is granted the -
 - a) amount of the deposit, (if any), is payable before your request is processed; and
 - b) requested record/portion of the record will only be released once proof of full payment is received.
- 2) Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____ refers.

1. You requested:

Personal inspection of information at the registered address of _____ (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you are liable for the fees prescribed in Annexure B.	
--	--

OR

2. You requested:

Printed copies of the information (including copies of virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
--	--

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Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted

Postal services to postal address	
Postal service to street address	
Courier service to street address	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

Kindly note that your request has been:

☐

Approved

☐

Denied for the following reasons:

Fees payable regarding your request:

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Item	Cost per A4 size page or part thereof / item	Number of pages / items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive (to be provided by requester)	R40.00		
(ii) Compact disc			
• If provided by requester	R40.00		
• If provided to the requester	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotations from the service provider		
Copy of visual images			
Transcription of an audio record per A4 size	R24.00		
For a copy of an audio record on:			
(i) Flash drive (to be provided by requester)	R40.00		
(ii) Compact disc			
• If provided by requester	R40.00		
• If provided to the requester	R60.00		
Postal, email or any other electronic transfer	Actual costs		
TOTAL			

Deposit payable (if search exceeds six hours):

Yes

☐

No

☐

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following bank account:

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Name of bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Reference number: _____

Submit proof of payment to: _____

Signed at _____ on this _____ day of _____ 20____

Signature of Information Officer / Deputy Information Officer

ANNEXURE D

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

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[Regulation 2]

Requests can be submitted either via post or email and should be addressed to the Information Officer and/or Deputy Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an annexure to this Form and sign each page.
3. Complete as is applicable.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier / Identity Number

Residential, postal or business address

Code (_____)

Contact Number(s)

Fax number / Email address

B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

Residential, postal or business address:

Code (_____)

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Contact Number(s)

Email address

C REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f)
(Please provide detailed reasons for the objection)

Signed at _____ on this _____ day of _____ 20____

Signature of Data Subject / Designated Person

ANNEXURE E

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN
TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION
ACT, 2013 (ACT NO. 4 OF 2013) REGULATIONS RELATING TO THE**

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PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]

Requests can be submitted either via post or email and should be addressed to the Information Officer and/or Deputy Information Officer.

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an annexure to this Form and sign each page.
3. Complete as is applicable.

Mark with an "X"

Request for:

☐

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party.

☐

Destroying or deletion of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A DETAILS OF DATA SUBJECT

Name(s) and surname/ registered name of data subject:

Unique Identifier / Identity Number

Residential, postal or business address

Code (_____)

Contact Number(s)

Email address

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B DETAILS OF RESPONSIBLE PARTY

Name(s) and surname/ registered name of responsible party (i.e. the name of the company to whom this request is directed):

Residential, postal or business address:

Code ()

Contact Number(s):

Email address

C INFORMATION TO BE CORRECTED / DELETED / DESTROYED / DESTROYED

D REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY;

AND/OR

REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.

(Please provide detailed reasons for the request)

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Signed at _____ on this _____ day of _____ 20____

Signature of Data Subject / Designated Person

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