

MANUAL FOR

RAM TRANSPORT BOTSWANA PROPRIETARY LIMITED
("RAM")



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1 INTRODUCTION

1.1 RAM Transport Botswana Proprietary Limited (“**RAM**”) has drafted this Access to Information Manual which provides a reference to the records held by RAM and the process that needs to be adopted to access such records, as well as all pertinent contact information required by a Client and/or Customer in relation to the records held and services provided by RAM.

1.2 **ALL REQUESTS FOR ACCESS TO INFORMATION (OTHER THAN INFORMATION THAT IS AVAILABLE TO THE PUBLIC) MUST BE ADDRESSED TO THE HEAD OF THE BUSINESS NAMED IN SECTION 2 OF THIS MANUAL.**

2 BUSINESS AND CONTACT DETAILS

NAME OF BUSINESS	RAM TRANSPORT BOTSWANA PROPRIETARY LIMITED
REGISTRATION NUMBER	2001/2852
HEAD OF BUSINESS	BRETT NORTJE
POSITION	REGIONAL MANAGER
POSTAL ADDRESS	P O Box 1009, GABORONE
STREET ADDRESS	PLOT 21348, PHAKALANE, GABORONE, BOTSWANA
GABORONE PHONE NUMBER	+267 318 7414
PALAPYE PHONE NUMBER	+267 492 3098
FAX NUMBER	+267 318 7413
EMAIL ADDRESS	INFO@RAM.CO.ZA
WEBSITE	WWW.RAM.CO.ZA

3 RAM OVERVIEW

3.1 RAM and its subsidiaries conduct a broad spectrum of logistics services and solutions and other ancillary services including –

3.1.1 the collection, storage, transportation and delivery of shipments

3.1.2 warehousing & supply chain management services;

3.1.3 courier services;

3.1.4 any other logistics services

3.2 Over the past 32 (thirty-two) years, RAM has grown in size and stature and today has a network of 42 (forty-hubs) in South Africa and 2 (two) hubs in Botswana and Namibia.

3.3 RAM’s network of hubs in South Africa, Botswana and Namibia ensures that RAM does not have to sub-contract its services to any third parties.

3.4 Parcels can therefore be shipped with ease from South Africa to Botswana and vice versa.

3.5 For any further information with regard to RAM and the Services it provides, please go to RAM’s website (www.ram.co.za).

4 BOCRA COMPLAINTS

4.1 As set out in 3, RAM provides services in Botswana.

4.2 Should a Client and/or Customer have any complaint(s) relating to the services offered by RAM in Botswana, the Client and/or Customer is hereby requested to lodge his and/or her and/or its complaint with the Botswana



Communication Regulatory Authority (“BOCRA”).

4.3 The contact number for BOCRA is +267 395 7755.

5 RECORDS THAT ARE HELD AT THE OFFICES OF THE BUSINESS

5.1 The following is a list of records that are held at the business’s office -

5.1.1 ADMINISTRATION

- 5.1.1.1 Attendance registers;
- 5.1.1.2 Correspondence;
- 5.1.1.3 Founding Documents;
- 5.1.1.4 Licences (categories);
- 5.1.1.5 Minutes of Management Meetings;
- 5.1.1.6 Minutes of Staff Meetings;
- 5.1.1.7 Shareholder Register;
- 5.1.1.8 Statutory Returns.

5.1.2 HUMAN RESOURCES

- 5.1.2.1 Conditions of Service;
- 5.1.2.2 Employee Records;
- 5.1.2.3 Employment Contracts;
- 5.1.2.4 Employment Equity Records;
- 5.1.2.5 General Correspondence;
- 5.1.2.6 Industrial and Labour Relations Records;
- 5.1.2.7 Information relating to Health and Safety Regulations;
- 5.1.2.8 Pension and Provident Fund Records;
- 5.1.2.9 Performance Appraisals;
- 5.1.2.10 Personnel Guidelines, Policies and Procedures;
- 5.1.2.11 Remuneration Records and Policies;
- 5.1.2.12 Salary Surveys;
- 5.1.2.13 Skills Requirements;
- 5.1.2.14 Staff Recruitment Policies;
- 5.1.2.15 Statutory Records;
- 5.1.2.16 Training Records.

5.1.3 OPERATIONS

- 5.1.3.1 Brochures on Company Information;
- 5.1.3.2 Client and Customer Registry;
- 5.1.3.3 Contracts;
- 5.1.3.4 General Correspondence;
- 5.1.3.5 Information relating to Employee Sales Performance;
- 5.1.3.6 Information relating to Work-In-Progress;
- 5.1.3.7 Marketing and Future Strategies;



- 5.1.3.8 Marketing Records;
- 5.1.3.9 Production Records;
- 5.1.3.10 Sales Records;
- 5.1.3.11 Suppliers' Registry.

5.1.4 **FINANCES**

- 5.1.4.1 Annual Financial Statements;
- 5.1.4.2 Asset Register;
- 5.1.4.3 Budgets;
- 5.1.4.4 Contracts;
- 5.1.4.5 Financial Transactions;
- 5.1.4.6 General Correspondence;
- 5.1.4.7 Insurance Information;
- 5.1.4.8 Internal Audit Records;
- 5.1.4.9 Management Accounts;
- 5.1.4.10 Purchase and Order Information;
- 5.1.4.11 Stock Records;
- 5.1.4.12 Tax Records (company and employee).

5.1.5 **INFORMATION TECHNOLOGY**

- 5.1.5.1 IT Policies and Procedures;
- 5.1.5.2 Network Diagrams;
- 5.1.5.3 User Manuals.

6 **INFORMATION REQUEST PROCEDURE**

- 6.1 The requester must use the prescribed form to make the request for access to a record. A request form is available from our offices.
- 6.2 The request must be made to the Head of Business named in Section 2 above. This request must be made to the address, fax number or electronic mail address of the business.
- 6.3 The requester must provide sufficient detail on the request form to enable the Head of Business to identify the record and the requester.
- 6.4 The requester should also indicate which form of access is required.
- 6.5 The requester should also indicate if any other manner should be used to inform the requester. If this is the case, please furnish the necessary particulars to be so informed.
- 6.6 The requester must identify the right that is sought to be exercised or to be protected and must provide an explanation of why the requested record is required for the exercise or protection of that right.
- 6.7 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 Head of Business aforesaid.
- 6.8 The prescribed request fee must be attached.
- 6.9 We will respond to your request within 30 (thirty) days of receiving the request by indicating whether your request for access has been granted or denied.
- 6.10 Please note that the successful completion and submission of a request for access form does not automatically allow the requestor access to the requested record.



6.11 Access will be granted to a record only if the record is required for the exercise or protection of any right and the requestor complies with the procedural requirements set out in this Access to Information Manual and there are no grounds to refuse the access to the record.

7 DENIAL OF ACCESS

7.1 Access to any record may be refused under certain limited circumstances. These include -

- 7.1.1 the protection of personal information from unreasonable disclosure concerning any natural person;
- 7.1.2 the protection of commercial information held concerning any third party (for example trade secrets);
- 7.1.3 the protection of financial, commercial, scientific or technical information that may harm the commercial or financial interests of any third party;
- 7.1.4 disclosures that would result in a breach of a duty of confidence owed to a third party;
- 7.1.5 disclosures that would jeopardize the safety or life of an individual;
- 7.1.6 disclosures that would prejudice or impair the security of property or means of transport;
- 7.1.7 disclosures that would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- 7.1.8 disclosures that would prejudice or impair the protection of the safety of the public;
- 7.1.9 disclosures that are privileged from production in legal proceedings unless the privilege has been waived;
- 7.1.10 disclosures of details of any computer programme;
- 7.1.11 disclosures that will put RAM Transport Botswana Proprietary Limited at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- 7.1.12 disclosures of any record containing any trade secrets, financial, commercial, scientific, or technical information that would harm the commercial or financial interests of RAM Transport Botswana Proprietary Limited;
- 7.1.13 disclosures of any record containing information about research and development being carried out or about to be carried out by RAM Transport Botswana Proprietary Limited.

7.2 If access to a record or any other relevant information is denied, our response will include -

- 7.2.1 adequate reasons for the refusal; and
- 7.2.2 notice that you may lodge an application with the court against the refusal and the procedure including details of the period for lodging the application.

8 FEES

8.1 There are two basic types of fees payable in terms of this Access to Information Manual -

8.1.1 REQUEST FEE

- 8.1.1.1 The non-refundable request fee of P50 (fifty-Pula)(excluding VAT) is payable on submission of any request for access to any record.
- 8.1.1.2 This does not apply if the request is for personal records of the requestor.
- 8.1.1.3 No fee is Payable in such circumstances.

8.1.2 ACCESS FEE

The access fee is payable prior to being permitted access to the records in the required form.

9 MANUAL AVAILABILITY

- 9.1 This Access to Information Manual is available at www.ram.co.za.
- 9.2 Copies may also be obtained from the Head of Business of RAM Transport Botswana Proprietary Limited.
- 9.3 In respect of hard copies, any transmission costs or postage will be for the account of the requester.