



Investment  
Solutions

Promotion of Access to Information

Group Manual

IT ALL ADDS UP!

Manual for  
Investment Solutions Holdings Limited  
(including all subsidiaries)

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, No 2 of  
2000

Last updated: 31 August 2005

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# 1. Introduction

## 1.1. General

The Promotion of Access to Information Act, No 2 of 2000 (“the Act”) came into effect on 23 November 2001. Section 51 of this Act require that we, Investment Solutions Holdings Limited, as a private body compile a manual providing information to the public regarding the procedures to be followed in requesting information from us for the purpose of exercising or protection of rights. The Act sets out the requisite procedural issues attached to such request.

## 1.2. Purpose of the Manual

This manual is compiled not only to comply with the provisions of the Act, but is also intended to foster a culture of transparency and accountability by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights. The manual will enable you to view the categories of information available.

# 2. Definitions

<i>“Client”</i>	refers to any natural or juristic entity that receives services from Investment Solutions;
<i>“Employee”</i>	refers to any person who works for, or provides services to or on behalf of Investment Solutions, and receives or is entitled to receive remuneration and any other person who assists in carrying out or conducting the business of Investment Solutions. This includes, without limitation, directors (executive and non-executive), all permanent, temporary and part time staff, as well as contract workers.
<i>“Information Officer”</i>	means a person or persons acting on behalf of Investment Solutions and which is responsible for discharging the duties and responsibilities assigned to the “head” of Investment Solutions as prescribed in terms of this Act, and includes a Deputy Information Officer.
<i>“Investment Solutions”</i>	Refers to all and/or any of the companies that forms part of the Investment Solutions Group of Companies.
<i>“Organisation”</i>	refers to the Investment Solutions Group of Companies and Investment Solutions has a corresponding meaning.
<i>“Other Requester”</i>	means any requester other than a personal requester.
<i>“Personal Requester”</i>	means a requester who is seeking to access a record containing personal information about that requester.
<i>“Requester”</i>	means any person making a request for access to a record that is under the control of Investment Solutions.
<i>“Third Party”</i>	means any natural or juristic person other than the requestor or such party acting on behalf of the requester, or Investment Solutions itself.

# Part I

## 3. Contact Details

### 3.1 Information Officer: Mrs Margaret van den Berg

Postal Address: PO Box 786055  
Sandton, 2146

Physical Address: Investment Solutions Office Park  
63 Wierda Road East  
Wierda Valley

Tel: (011) 505 6130 (dir)

Fax: (011) 263 1731 (dir)

Email: vandenbergm@ishltd.co.za

### 3.2 Deputy Information Officer: Mr Andre Vorster

Postal Address: PO Box 786055  
Sandton, 2146

Physical Address: Investment Solutions Office Park  
63 Wierda Road East  
Wierda Valley

Tel: (011) 505 6151 (dir)

Fax: (011) 263 0520 (dir)

Email: vorstera@ishltd.co.za

The Information Officer and the Deputy Information Officer can also be contacted at the details below:

### 3.3 General Information

Name of Private Body: Investment Solutions Holdings Limited (including all subsidiaries)

Registration number: 1997/022540/06

Postal Address: PO Box 786055  
Sandton, 2146

Physical Address: Investment Solutions Office Park  
63 Wierda Road East  
Wierda Valley

Tel: (011) 505 6000

Fax: (011) 505 6490

Tel: (011) 505 6000  
Fax: (011) 505 6490  
Website: [www.ishltd.co.za](http://www.ishltd.co.za)  
Email address: [compliance@ishltd.co.za](mailto:compliance@ishltd.co.za)

## Part II

### 4. Guide of South African Human Rights Commission

Section 10 of the Act requires the South African Human Rights Commission (SAHRC) to publish a Guide. The Guide is intended to assist users in interpretation of the Act and will contain such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act.

The Guide will contain the following information:

- 4.1 The object of the Act;
- 4.2 Particulars of the information officer of every public body;
- 4.3 Particulars of every private body as are practicable;
- 4.4 The manner and form of a request for access to information held by a body;
- 4.5 Assistance available from both the information officers and the Human Rights Commission in terms of the Act;
- 4.6 All remedies in law regarding acts, omissions, rights and duties, including how to lodge an internal appeal and court application;
- 4.7 Schedules of fees paid in relation to requests for access to information;
- 4.8 Regulation made in terms of the Act.

Copies of this guide will be available as soon as it is published by the SAHRC. Any enquiries regarding this guide should be directed to:

The South African HUMAN RIGHTS COMMISSION  
at PAIA Unit (THE RESEARCH AND DOCUMENTATION DEPARTMENT)  
Private Bag 2700  
HOUGHTON  
2041

Tel: (011) 484-8300  
Fax: (011) 484-1360 or 484 0582  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail Address: [PIAI@sahrc.org.za](mailto:PIAI@sahrc.org.za)

## Part III

### 5. Records

This clause serves as a reference to the records that may be accessed by request from Investment Solutions.

It is recorded that the accessibility of the documents listed herein below, may be subject to the grounds of refusal set out hereinafter.

The information is classified and grouped according to records relating to the following subjects and categories:

We hold the following categories of information:

#### 5.1 Personnel Records

- 5.1.1 Personal records provided by employee;
- 5.1.2 Records provided by a third party relating to employees;
- 5.1.3 Conditions of employment and other personnel-related contractual and quasi legal records;
- 5.1.4 Internal evaluation records and other internal records;
- 5.1.5 Correspondence relating to personnel;
- 5.1.6 Industrial training records and material;
- 5.1.7 Employment equity plan.

#### 5.2 Client Related Records

- 5.2.1 Records provided by a client to a third party acting for or on behalf of Investment Solutions.
- 5.2.2 Records provided by a third party;
- 5.2.3 Records generated by or within Investment Solutions relating to its clients, including transactional records;
- 5.2.4 Records provided to Investment Solutions by the client.

#### 5.3 Records Relating To Investment Solutions

- 5.3.1 Statutory Company Information
- 5.3.2 Financial records;
- 5.3.3 Operational records;
- 5.3.4 Databases;
- 5.3.5 Information Technology;
- 5.3.6 Marketing records;

- 5.3.7 Internal correspondence;
- 5.3.8 Product records;
- 5.3.9 Internal Policies and Procedures;
- 5.3.10 Securities and Equities; and
- 5.3.11 Records held by officials of Investment Solutions.

These records include, but are not limited to, the records which pertain to Investment Solutions's own affairs.

## 5.4 Other Records

- 5.4.1 Investment Solutions may possess records pertaining to other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to Investment Solutions.
- 5.4.2 Personnel, client and other records relating to Investment Solutions which are held by another party, as opposed to the records held by Investment Solutions itself;
- 5.4.3 Records held by Investment Solutions pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

## 5.5 Records Available In Terms Of Other Legislation

A requester may request access to information, which is available in terms of other legislation. Please refer to "Appendix 3" for a detailed list of those records available in terms of such other legislation.

## 5.6 Records That Are Freely Accessible

The list of records that Investment Solutions holds and which will be freely available to the public are contained in an appendix to this manual titled "Appendix 4".

# Part IV

## 6. Access to Records held by the Institution

Records held by Investment Solutions may be accessed by requester only once the prerequisite requirements for access have been met.

### 6.1 Who May Request Information

Any person who requires information for the exercise or protection of any rights, may request information from a private body. Section 50 of the Act states that

**A requester must be given access to any record of a private body if:**

- 6.1.1 that record is required for the exercise or protection of any rights;
- 6.1.2 that person complies with the procedural requirements in this Act relating to a request for access to that record; and
- 6.1.3 access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

## 6.2 Two Types Of Requesters

### 6.2.1 Personal Requester

Investment Solutions will voluntarily provide the requested information, or give access to any record with regard to the requester's personal information without the requester having to pay an access fee. However the prescribed fee for reproduction of the information requested will be charged.

### 6.2.2 Other Requester

This requester (other than a personal requester) is entitled to request access to information on third party or parties. However, Investment Solutions is not obliged to voluntarily grant access. The requester must fulfil the prerequisite requirements for access in terms of the Act, including the payment of a request and access fee.

## 7. Request Procedure

- 7.1 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 7.2 The requester must complete the prescribed form enclosed herewith in "Appendix 1", and submit same as well as payment of a request fee and a deposit, if applicable to the Information Officer or the Deputy Information Officer at the postal or physical address, fax number or electronic mail address as stated in Part I above.

*[Requestors please note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on Investment Solutions].*

- 7.3 The prescribed form must be filled in with enough particularity to at least enable the Information Officer to identify:
  - 7.3.1 The record or records requested;
  - 7.3.2 The identity of the requester and such person acting on behalf of the requester where applicable;
  - 7.3.3 The telephone number, postal address or fax number of the requester;
  - 7.3.4 What form of access is required, if the request is granted;

- 7.4 The requester must state the he requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. In addition, the requester must clearly specify why the record is necessary to exercise or protect such a right.
- 7.5 The manner in which the requester wishes to be informed of the decision on the request, if in a manner in addition to written notification.
- 7.6 The institution will process the request within thirty days, unless the request contains considerations that are of such a nature that an extension of the thirty day time limit is necessitated.
- 7.7 Where an extension of the thirty day time limit is required, the requester shall be notified, together with reasons explaining why such extension is necessitated.
- 7.8 The requester shall be informed whether access granted or denied. If, in addition, the requester requires the reasons for the decision in any other manner, he must state the manner and the particulars so required.
- 7.9 If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the information officer.
- 7.10 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 7.11 The requester must pay the prescribed fee, before any further processing can take place.

## 8. Fees

- 8.1 The Act provides for two types of fees, namely:
  - 8.1.1 A request fee, which will be a standard non refundable administration fee, payable prior to the request being considered; and
  - 8.1.2 An access fee, payable when access is granted, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.
- 8.2 When the request is received, the Information Officer, shall by notice require the requester, excluding personal requester, to pay the prescribed request fee (if any), before further processing of the request.
- 8.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the information officer shall notify the requester to pay as a deposit the prescribed portion of the Access fee which would be payable if the request is granted.
- 8.4 The Information officer shall withhold a record until the requester has paid the fees as indicated in "Appendix 2".
- 8.5 A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 8.6 If a deposit has been paid in respect of a request for access, which is refused, then the information officer concerned must repay the deposit to the requester.

## Third Parties

If the request pertains to a third party, the Information Officer must take all reasonable steps to inform that third party of the request within 21 days of receipt of the request. The third party may within 21 days thereafter either make representation as to why the request should be refused, or grant written consent to disclosure. The third party must be advised of both the decision taken and of his/her/its right to appeal against the decision by way of application to court within 30 days after the notice.

## Part V

### 9. Decision

- 9.1 Investment Solutions will, within 30 days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. The Information Officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the Information Officer must notify the requestor by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requestor must be given access if the request would otherwise have been granted.
- 9.2 The 30 day period with which Investment Solutions has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty days if the request is for a large number of information, or the request requires a search for information held at another office of Investment Solutions and the information cannot reasonably be obtained within the original 30 day period. Should an extension, Investment Solutions will notify the requester in writing and will also provide the procedure involved should the requestor wish to apply to court against the extension.
- 9.3 If the request is:
  - 9.3.1 Granted: the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requestor wish to apply to court against such fee, and the form in which access will be given.
  - 9.3.2 Declined: the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon, and provide the procedure to be followed should the requestor wish to apply to court against the decision.
- 9.4 The Information Officer's failure to respond to the requestor within the thirty day period constitutes a deemed refusal of the request.
- 9.5 Section 59 provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.
- 9.6 If access is granted, access must be given in the form that is reasonably required by the requestor, or if the requestor has not identified a preference, in a form reasonably determined by the Information Officer.

## Part VI

### 10. Grounds for Refusal of Access to Records

The main grounds for Investment Solutions to refuse a request for information relates to the:

- 10.1 Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person;
- 10.2 Mandatory protection of the commercial information of a third party, if the record contains:
  - 10.2.1 trade secrets of that third party;
  - 10.2.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
  - 10.2.3 information disclosed in confidence by a third party to Investment Solutions, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 10.3 Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- 10.4 Mandatory protection of the safety of individuals and the protection of property;
- 10.5 Mandatory protection of records which would be regarded as privileged in legal proceedings;
- 10.6 The research information of Investment Solutions or a third party, if its disclosure would place the research at a serious disadvantage.
- 10.7 The commercial activities of Investment Solutions, which may include, without limitation:
  - 10.7.1 trade secrets of Investment Solutions;
  - 10.7.2 financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of Investment Solutions;
  - 10.7.3 information which, if disclosed could put Investment Solutions at a disadvantage in negotiations or commercial competition;
  - 10.7.4 a computer program which is owned by Investment Solutions, and which is protected by copyright.

- 10.8 Requests for information that are clearly frivolous or vexation, or which involve an unreasonable diversion of resources shall be refused.

Notwithstanding the above, disclosure is Mandatory where it would reveal a contravention of or failure to comply with the law, or imminent and serious public safety or environmental risk AND the public interest in disclosure clearly outweighs the harm.

## Part VII

### 11. Remedies available when an Institution refuses a request for information.

#### 11.1 Internal Remedies

Investment Solutions does not have internal appeal procedures. As such, the decision made by the information officer is final, and requestors will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the information officer.

#### 11.2 External Remedies

A requestor that is dissatisfied with an information officer's refusal to disclose information, may within 30 days of notification of the decision, apply to a Court for relief.

Likewise, a third party dissatisfied with an information officer's decision to grant a request for information, may within 30 days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status.

## Part VIII

### 12. Availability of the Manual

- 12.1 This manual is made available in terms of Regulation Number R187 of 15 February 2002.
- 12.2 The manual of Investment Solutions will also be available on the website of Investment Solutions at [www.investmentsolutions.co.za](http://www.investmentsolutions.co.za)
- 12.3 Copies of this manual can be obtained from the Information Officer.

Prescribed Form to be completed by a Requester

FORM B

Request for Access to Record of Private Body

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)  
(Regulation 4)

**A. Particulars of private body**

The Head:

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**B. Particulars of Person requesting access to the record**

- a) The particulars of the person who requests access to the records must be recorded below.
- b) Furnish an address and/or fax number in the Republic to which information must be sent
- c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full Name and Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email address: \_\_\_\_\_

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

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**C. Particulars of person on whose behalf request is made:**

This section must be completed only if a request for information is made on behalf of another person

Full Names and Surname: \_\_\_\_\_

Identity Number: \_\_\_\_\_

**D. Particulars of Record**

- a) 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.
- b) If the provided space is inadequate please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of the Record or relevant part of the record:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Reference number, if available \_\_\_\_\_

3. Any further particulars of the record:  
\_\_\_\_\_

**E. Fees**

- a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- b) You will be notified of the amount of the request fee.
- c) The fee payable for access to a record depends on the form in which the 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 therefore.

Reason for exemption of payment of the fee:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. Form of Access to the Record**

*If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is require.*

Disability: _____ _____ _____	Form in which record is required: _____ _____ _____
----------------------------------------	--------------------------------------------------------------

**Mark the appropriate box with an "X"**

Notes:

a) Your indications as to the required form of access depends on the form in which the Record is available.

b) Access in the form required may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

<input type="checkbox"/> Copy of record*	<input type="checkbox"/> Inspection of record
------------------------------------------	-----------------------------------------------

2. If the record consists of visual images: (This includes photographs, slides, video recordings, computer-generated images, sketches, etc)

<input type="checkbox"/> View the images*	<input type="checkbox"/> Copy of the images*	<input type="checkbox"/> Transcription of the images*
-------------------------------------------	----------------------------------------------	-------------------------------------------------------

3. If the record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/> Listen to the soundtrack (Audio cassette)	<input type="checkbox"/> Transcription of soundtrack* (written or printed document)
--------------------------------------------------------------------	-------------------------------------------------------------------------------------

4. If the record is held on computer or in an electronic or machine-readable form:

<input type="checkbox"/> Printed copy of record	<input type="checkbox"/> Printed copy of information derived from the record	<input type="checkbox"/> Copy in computer readable form* (stiffy or compact disc)
-------------------------------------------------	------------------------------------------------------------------------------	-----------------------------------------------------------------------------------

*If you requested a copy or transcription of a record (above), do you wish the copy or transcript to be posted to you?	YES	NO
A postal fee is payable		

**G. Particulars of right to be exercised or protected**

*If the provided space is inadequate, please continue of a separate folio and attach it to this Form. **The requester must sign all the additional folios.***

Indicate which right is to be exercised or protected: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

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**H: Notice of decision regarding request for access**

*You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.*

How would you prefer to be informed of the decision regarding your request for access  
the record?

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Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 200\_\_

\_\_\_\_\_  
Signature of Requester/Person  
on whose behalf request is made

## Appendix 2

### Reproduction Fees

Where a private body has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

#### The applicable fees for reproduction as referred to above are:

	<b>R</b>
• For every photocopy of an A4-size page or part thereof	1,10
• For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	0.75
• For a copy in a computer-readable form on	
- Stiffy disc	7,50
- Compact disc	70,00
• A transcription of visual images, for an A4-size page or part thereof	40,00
• For a copy of visual images	60,00
• A transcription of an audio record, for an A4-size page or part thereof	20,00
• For a copy of an audio record	30,00
• To search for a record that must be disclosed, or part of an hour reasonably required for such search	R30,00 per hour
• Where a copy of a record needs to be posted the actual postal fee is payable.	

### Request Fees

Where a request is made for access to information on a person other than that requester, a request fee in the amount of R50,00 is payable up-front before Investment Solutions will further process the request received.

### Access Fees

An access fee is payable in all instances where access is granted, unless payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of Section 54 (8).

### Deposits

Where Investment Solutions receives a request for access to information on a person other than that requester and the information officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.

The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

*Note: In terms of Regulation 8, Value Added Tax (VAT) must be added to all fees prescribed in terms of the Regulations.*

## Appendix 3

Where applicable to our operations, information is also available in terms of certain provisions of the following statutes:

- Administration of Estates Act No. 66 of 1965
- Basic Conditions of Employment Act No. 75 of 1997
- Companies Act No. 61 of 1973
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- Competition Act No. 89 of 1998
- Custody and Administration of Securities Act No. 85 of 1992
- Employment Equity Act No. 55 of 1998
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Control Act No. 55 of 1989
- Income Tax Act No. 58 of 1962
- Insider Trading Act No. 135 of 1998
- Labour Relations Act No. 66 of 1995
- Long-term Insurance Act No. 52 of 1998
- Occupational Health and Safety Act No. 85 of 1993
- Prevention of Organised Crime Act No. 121 of 1998
- Short-term Insurance Act No. 53 of 1998
- Stock Exchanges Control Act No. 1 of 1985
- Unemployment Insurance Act No. 63 of 2001
- Unit Trusts Control Act No. 54 of 1981

Where applicable to our operations, we also retain records and documents in terms of the following status:

- Basic Conditions of Employment Act No. 75 of 1997
- Close Corporation Act No. 69 of 1984
- Companies Act No. 61 of 1973
- Employment Equity Act No. 55 of 1998
- Financial Markets Control Act No. 55 of 1989
- Income Tax Act No. 58 of 1962
- Occupational Health and Safety Act No. 85 of 1993
- Prescription Act No. 68 of 1969
- Stamp Duties Act No. 77 of 1968
- Stock Exchanges Control Act No. 1 of 1985
- Value-added Tax Act No. 89 of 1991

## Appendix 4

### Records that are freely accessible

- Annual Reports
- Annual Financial Statements
- Investor Information
- Monthly Economic Data
- Economic Research
- Organisational Structures
- Statutory Information
- Social Responsibility Reports and Projects
- Marketing Material
- Product Information

**Johannesburg:**

Investment Solutions Office Park,  
63 Wierda Road East, Wierda Valley  
P O Box 786055, Sandton, 2146, RSA  
Tel: +27 (11) 505-6000  
Fax: +27 (11) 505-6490 (Institutional Investors)  
+27 (11) 263-1227 (Private Investors)

**Cape Town:**

Belmont Square, Belmont Road, Rondebosch, 7700  
P O Box 776, Rondebosch, 7701, RSA  
Tel: +27 (21) 658-4020/1/2/3  
Fax: +27 (21) 689-9514

**Private Investors:**

Please contact your Financial Planning Consultant or  
our Client Interaction Centre at 0860-001-750

**Institutional Investors:**

Leon Greyling  
Tel: +27 (11) 505-6027  
Fax: +27 (11) 263-1454  
E-mail: greylingl@ishltd.co.za

Evan Ongley  
Tel: +27 (11) 505-6039  
Fax: +27 (11) 263-1055  
E-mail: ongleye@ishltd.co.za

Kevin Milne (Cape Town)  
Tel: +27 (21) 658-4025  
Fax: +27 (21) 689-9514  
E-mail: milnek@ishltd.co.za

