

**Manual prepared in accordance with
Section 51 of the Promotion of Access to Information Act
(Act No.2 of 2000)
for Mr Price Group Limited and its subsidiaries**

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INTRODUCTION

The Promotion of Access to Information Act of 2000 (herein after referred to as “the Act”) was enacted with the purpose of addressing Section 32 (2) of the Constitution, which provides that any person has a right to gain access to any information held by a public or private body. If the record is requested from a private body the requester must to prove that the record is required for the exercise or protection of a right.

One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by the public or private body. In terms of the Act, a private body includes any former or existing juristic person.

This document serves as the Information Manual in terms of the above-mentioned Act, to provide a reference as to the records held and the process that needs to be followed to request access to such records.

COMPANY OVERVIEW

Mr Price Group Limited
1933/004418/06

Mr Price Group Limited and its subsidiaries form a retail group operating within South, East and West Africa and Australia. The business has been in existence since 1885 and has been listed since 1952. Today Mr Price Group Limited is listed in the general retailers’ sector of the JSE Securities Exchange South Africa, under the share code of MRP. The Group is a high growth, omni-channel fashion value retailer of clothing, footwear, accessories, homewares and sporting equipment. Its retail operations are conducted in five retail divisions, namely:

- **mrp**
Mr Price Apparel (**mrp**) is a fashion-leading clothing, footwear and accessories retailer that offers on-trend and differentiated merchandise at exceptional value to ladies, men and children. The target market is 16 to 24 year olds who want to keep abreast of the latest international trends at exceptional prices, LSM range 6 to 10.
- **mrpHome**
Mr Price Home (**mrpHome**) retails contemporary designed homeware and furniture to value-minded customers with a young-at-heart attitude, who are aged 18 years and older. The target market is customers aged 18 and upward, LSM range 6 to 10.
- **mrpSport**
Mr Price Sport (**mrpSport**) range comprises of sporting apparel, footwear, equipment and accessories in all major sports types, including seasonal and non-seasonal sports, and are represented in both international and our own brands. The target market is value-minded sporting families who enjoy performance, quality, comfort and fit, whether they are participants or spectators, LSM range 6 to 10.
- **Miladys**
Miladys offers differentiated, trend right product and personalized service and takes pride in knowing and understanding just what their customers’ need. Through personalised service and affordable, quality fashion that is tailored to flatter any figure, Miladys strives to achieve its ultimate goal: to inspire women to look and feel wonderful. The target market is stylish 40+ women who are young at heart and require trend-appropriate fashion that is tailored to suit her unique needs, LSM range 6 to 10.
- **Sheet Street**
Sheet Street is a value retailer offering a wide range of core and fashion products across the bedroom, living room and bathroom. The brand offers tasteful homeware products at exceptional value, allowing its customers to create the home they love, at a price they can afford. The target market is middle income consumers looking to co-ordinate their homes tastefully but responsibly, LSM range 5 to 8.

Mr Price Group Limited is the holding company of a group of local and foreign subsidiary companies, which are collectively referred to as “the Group”. These subsidiary companies are as follows

- The following subsidiary companies operate retail stores within the respective countries:
 - **MRP Stores (Botswana) (Pty) Limited** (incorporated in Botswana)
 - **Mr Price (Lesotho) (Pty) Limited** (incorporated in Lesotho)
 - **Mr Price Group (Namibia) (Pty) Limited** (incorporated in Namibia)
 - **Mr Price Chain Stores International Limited** (incorporated in Nigeria)
 - **Mr Price Chain Stores International Limited** (incorporated in Ghana)
 - **MRP Zambia Limited** (incorporated in Zambia)
- **Associated Credit Specialists (Pty) Limited** (incorporated in South Africa)
Recovers overdue debts from credit customers of the Group.
- **Millew’s Fashions (Johannesburg) (Pty) Limited** (incorporated in South Africa)
Develops and leases premises to Group operations.
- **MRP Mobile (Pty) Limited** (incorporated in South Africa)
Operates as a cellular MVNO (mobile virtual network operator) in South Africa and is a 55% held subsidiary company.

The following dormant subsidiary companies exist.

- **Hughes Extension 17 Township (Pty) Limited** (incorporated in South Africa)
- **Raava Jewellers (Namibia)** (incorporated in Namibia)
In the process of deregistration as at 31 December 2015.

CONTACT DETAILS

The Company Secretary is responsible for dealing with all Group requests made in terms of the Act.

Name: Janis Cheadle

Postal address: PO Box 912; Durban; 4000

Physical address: Upper Level; North Concourse; 65 Masabalala Yengwa Avenue; Durban; 4001

Phone number: +27 31 310 8000

Fax number: +27 31 304 3725

Email: jcheadle@mrpg.com

Website: www.mrpricegroup.com

GUIDE FOR REQUESTERS ON HOW TO USE THE ACT

The South African Human Rights Commission (SAHRC) has compiled a guide, in terms of Section 10 of the Act, to facilitate ease of use of the Act for requesters. This Guide is available, in all 11 official languages, from the South African Human Rights Commission. Contact details for SAHRC are as follows:

Physical address: Braampark Forum 3,
33 Hoofd Street,
Braamfontein
South Africa

Postal address: Private Bag X2700
Houghton
2041

Phone: +27 (11) 877 3600
Fax: +27 (11) 403 0625
Email: Section51.PAIA@sahrc.org.za
Website: www.sahrc.org.za

VOLUNTARY DISCLOSURE OF CERTAIN RECORDS

The following categories of information are automatically available for inspection or photocopying in accordance with the prescribed fees in appendix B. It is not necessary to request this information in terms of the Act as it may be downloaded at will from the Group website of www.mrpricegroup.com.

- Group overview and governance material, including:
 - Board of Directors
 - Board Committees
 - Board Charter
 - Committee Mandates
 - Business of Conduct
 - Supplier Code of Conduct
 - King III Application Register;
- Annual Financial Statements, including:
 - Annual accounts
 - Directors' Report
 - Auditor's Report;
- Interim reports;
- Information about the Group's performance of the current and previous years;
- SENS notices; and
- Other literature intended for public viewing.

RECORD SUBJECTS AND CATEGORIES AVAILABLE IN TERMS OF THE ACT

The following information are categories of records held by the Group to assist requestors in their request for information.

1. Statutory Company Information

- Certificate of Incorporation
- Certificate to Commence Business
- Certificates of Change of Name
- Copies of forms lodged with the Companies and Intellectual Property Commission
- Directors' attendance register
- Memorandum of Incorporation
- Minute books
- Records of all subsidiary companies
- Register of directors and officers
- Register of directors' shareholdings
- Register of members

2. Financial and Accounting Records

- Accounting records (inclusive of books of account)
- Administrative records
- Internal and external audit reports
- Supporting schedules and documentation to books of account

3. Tax Records

- Customs and Excise records
- Income tax returns and other documentation
- PAYE records
- Regional Services Council records
- Skills Development Levies records
- Stamp Duties records
- Value Added Tax records

4. Legal Records

- Documentation pertaining disputes, litigation or arbitration
- General agreements
- Licenses, permits and authorisations
- Group Records Retention Guideline

5. Insurance Records

- Claims records
- Details of insurance coverage, limits and insurers
- Insurance policies

6. Employee Records

- Employee Attendance registers
- CCMA records including arbitration awards
- Code of conduct
- Company tax submissions in respect of employees
- Disciplinary records
- Performance appraisal records
- Employment termination records
- Employee personal details
- Employee recruitment and assessment records
- Employment conditions and policies
- Employment contracts

- Employment equity plan
- Medical aid records
- Records of strikes, lockouts or protest action
- Remuneration and benefits records
- Restraint of trade agreements
- Retirement and Pension fund records
- Share option schemes registers
- Share option schemes rules
- Share purchase scheme register
- Share purchase scheme rules
- Training schedules and material

7. Share Registration Documents

- Dividend payment list
- Share register

8. Marketing

- Marketing and advertising records
- Brochures and other promotional records
- Competition records

9. Product Records

- Quality testing procedures and records
- Records of the cost of goods acquired for resale and their selling price

10. Customer Records and Credit Services

- Credit application forms
- Customer detail records
- Debtors with collection agents
- Records of customer details and payment performance listed with credit bureaus
- Sales records
- Terms and conditions of sale
- Transaction records
- Customer complaints records

11. Supplier Records

- Code of Conduct
- Terms and conditions for dealing with suppliers and buying agents
- Transactional records and supporting information

12. Information Technology

- Business and data information
- Domain name registrations
- IT technology capabilities
- Software license agreements

13. Fixed Property and Fixed Assets

- Financial lease agreements
- Fixed asset registers
- Property lease agreements
- Property plans

14. Intellectual Property

- Trademarks, trade names and protected names
- Agreements pertaining to intellectual property.

RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Where applicable to our operations, information is available in accordance with the following legislation and regulations, including but not limited to:

- Basic Conditions of Employment Act No.75 of 1997 (including Sectoral Determination 9: Wholesale and Retail Sector)
- Board Based Black Economic Empowerment Act, No 53 of 2003
- Companies Act No. 71 of 2008
- Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
- Competition Act No. 89 of 1998
- Constitution of the Republic of South Africa No 108 of 1996
- Consumer Protection Act No 68 of 2008
- Copyright Act No. 98 of 1978
- Counterfeit Goods Act No 37 of 1997
- Currency and Exchanges Act No. 9 of 1933 (and Exchange Control Regulations)
- Customs and Excise Act No. 91 of 1964
- Debt Collectors Act No. 114 of 1998
- Designs Act No 195 of 1993
- Electronic Communication and Transactions Act No. 25 of 2002
- Employment Equity Act No. 55 of 1998
- Employment Tax incentive Act No. 26 of 2013
- Financial Advisory and Intermediary Services Act No 37 of 2002
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Act No. 19 of 2012
- Financial Services Board Act No. 97 of 1990
- Income Tax Act No. 58 of 1962
- International Trade Administration Act No. 71 of 2002
- Immigration Amendment Act No 13 of 2002
- JSE Limited Listings Requirements
- King 3 Code on Corporate Governance
- Labour Relations Act No. 66 of 1995
- Lotteries Act No. 57 of 1997
- Magistrates Court Act No. 32 of 1944 (Garnishee and Administration orders)
- Medical Schemes Act No. 131 of 1998
- Merchandise Marks Act No. 17 of 1941
- National Building Regulations and Building Standards Act No. 103 of 1977
- National Credit Act No 34 of 2005
- National Environmental Management Act No 107 of 1998
- National Environmental Management Waste Act No 59 of 2008
- Non-profit Organisations Act No. 71 of 1997
- Occupational Health and Safety Act No 85 of 1993
- Patents Act No 57 of 1978
- Pension Funds Act No. 24 of 1956
- Prevention of Organised Crime Act No. 121 of 1998
- Prevention and Combating of Corrupt Activities No. 12 of 2004
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protected Disclosures Act No. 26 of 2000
- Protection of Business Act No. 99 of 1978
- Protection of Personal Information Act No. 4 of 2013
- Regulation of Interception of Communications and Provision of Communication-related Information Act No 70 of 2002
- Securities Transfer Tax Act No 25 of 2007
- Skills Development Act No. 97 of 1998

- Skills Development Levies Act No. 9 of 1999
- South African Qualifications Authority Act No. 58 of 1995
- South African Revenue Services Act No 34 of 1997
- Takeover Regulation Panel Guidelines, Practice Notes and Regulations
- Tax on Retirement Funds Act No. 38 of 1996
- Trademarks Act No. 194 of 1993
- Unemployment Insurance Act No. 63 of 2001
- Unemployment Insurance Contributions Act No. 4 of 2002
- Value Added Tax Act No. 89 of 1991.

ACCESS REQUEST PROCEDURE

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to records held by the Group.

It is important to note that an application for access to information may be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record.

Note:

If it is reasonably suspected that the requester has obtained access to the Group's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

Completion of Access Request Form

In order for the Group to respond to requests in a timely manner, the Access Request Form, attached as Appendix A, should be completed, taking due cognisance of the below instructions:

- The Access Request Form (Appendix A) must be completed in the English Language;
- Proof of identity is required to authenticate the identity of the requester, which is required in the form of a copy of the requester's identification document;
- Type or print in BLOCK LETTERS an answer to every question;
- If a question does not apply, state "N/A" in response to that question;
- If there is nothing to disclose in reply to a particular question, state "NIL" in response to that question;
- If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio;
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question; and
- All additional folios must be signed by the requestor.

Submission of Access Request Form

The completed Access Request Form together with a copy of the requester's identity document must be submitted either via conventional mail, e-mail or fax and must be addressed to the contact person as indicated above.

An initial, non-refundable R57.00 (inc VAT) request fee is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.

Fees are not applicable to requesters referred to in section 54(1) of the Act being any person seeking access to records that contain their personal information (as defined in the Protection of Personal Information Act 2013).

Payment of Fees

Payment details can be obtained from the contact person as indicated on page 3 of this manual and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied.

Note:

If the request for access is successful, an access fee will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed, as set out in Appendix B. The access fee must be paid prior to access being given to the requested record.

Notification

Requests will be evaluated and the requester notified within 30 days of receipt of the completed Access Request Form. Notifications may include:

- **Notification of Extension Period** (if required)
The requester may be notified whether an extension period is required for the processing of their requests, including:
 - The required extension period, which will not exceed an additional 30 day period;
 - Adequate reasons for the extension; and
 - Notice that the requester may lodge an application with a court against the extension and the procedure, including the period for lodging the application.

- **Payment of Deposit** (if applicable)
The requester may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:
 - The amount of the deposit payable (if applicable); and
 - That the requester may lodge an application with a court against the payment of the deposit and the procedure, including the period, for lodging the application.

Note:

In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

- **Decision on Request**
If no extension period or deposit is required, the requester will be notified, within 30 days, of the decision on the request.

If the request for access to a record is **successful**, the requester will be notified of the following:

- The amount of the access fee payable upon gaining access to the record (if any);
- An indication of the form in which the access will be granted;
- Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is not successful, the requester will be notified of the following:

- Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal below); and
- That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

Third Party Information

If access is requested to a record that contains information about a third party, the Group is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting to the access or by providing reasons why the access should be denied. In the event of the third party furnishing reasons for the support or denial of access, our designated contact person will consider these reasons in determining whether access should be granted, or not.

Grounds for Refusal

The Group may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the Group may refuse access include:

- Protecting personal information that the Group holds about a third person (who is a natural person), including a deceased person, from unreasonable disclosure;
- Protecting commercial information that the Group holds about a third party or the Group (for example trade secrets: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organisation or the third party);
- If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;
- If disclosure of the record would endanger the life or physical safety of an individual;
- If disclosure of the record would prejudice or impair the security of property or means of transport;
- If disclosure of the records would prejudice or impair the protection of a person in accordance with a witness protection scheme;
- If disclosure of the record would prejudice or impair the protection of the safety of the public;
- The record is privileged from production in legal proceedings, unless the legal privilege has been waived;
- Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of the Group;
- Disclosure of the record would put the Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;
- The record is a computer programme; and
- The record contains information about research being carried out or about to be carried out on behalf of a third party or the Group.

Records that cannot be found or do not exist

If the Group has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

Availability of the Manual of Mr Price Group Limited

The Manual is available for inspection at the offices of Mr Price Group Limited. A copy is also available at the South African Human Rights Commission.



Stuart Bird
Chief Executive Officer
Mr Price Group Limited

PAIA ACCESS REQUEST FORM

Page 1 of 5	FOR OFFICE USE ONLY	Reference Number: Received by:
(Section 53(1)(e) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 10]		
1) PARTICULARS OF BODY Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below: MR PRICE GROUP LIMITED Contact person: Mrs Janis Cheadle Postal address: PO Box 912 Durban 4000 Physical address: Upper Level, North Concourse 65 Masabalala Yengwa Avenue Durban 4001 Telephone number: +27 31 310 8000 Fax number: +27 31 304 3725 E – mail : jcheadle@mrpg.com Website : www.mrpricegroup.com		

2a PARTICULARS OF REQUESTER (If Natural Person)

- (a) Particulars of the person who requests access to the record 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 names and surname: _____

Identity number:

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Postal address: _____

Postal code: _____

Phone number: (_____) _____

Fax number: (_____) _____

E-mail address: _____

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

2b PARTICULARS OF REQUESTER (if a Legal Entity)

- (a) Particulars of the entity that requests access to the record 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.

Name of entity: _____

Registration number: _____

Postal address: _____

Postal Code: _____

Phone number: (_____) _____

Fax number: (_____) _____

3 PARTICULARS OF PERSON ON WHOSE BEHALF REQUEST IS MADE

This section must ONLY be completed if an information request is made on behalf of another person.

Full names and surname: _____

Identity number:

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4 PARTICULARS OF RECORD

- (a) *Provide full particulars of the record to which access is requested, including the reference number if it 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.***

Description of record or relevant part of the record: _____

Reference number, if available: _____

Any further particulars of record: _____

5 FEES

- (a) *A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **non-refundable request fee of R57.00** has been paid.*
- (b) *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 the record.*
- (c) *You will be notified of the amount required to be paid as the **access fee**.*
- (d) *If you qualify for exemption of the payment of any fee, please state the reason for exemption.*

Reason for exemption from payment of fees: _____

6a FORM OF ACCESS TO RECORD

Form in which record is required

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

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused under certain circumstances. In such a case, you will be informed whether 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:

- Copy of record* Inspection of record

2. If record consists of visual images:

(including photographs, slides, video recordings, computer-generated images, sketches, etc.)

- View the images Copy of the images* Transcription of the images*

3. If the record consists of recorded information that can be reproduced in sound:

- Listen to the soundtrack (audio cassette) Transcription of soundtrack* (written or printed document)

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

(including photographs, slides, video recordings, computer-generated images, sketches, etc)

- Printed copy of record* Printed copy of Information derived from the record* Copy in computer readable form*

* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? **Postage is payable.**

Yes	No
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6b IN THE EVENT OF DISABILITY

If you are prevented by a disability from reading, viewing or listening to the record in the form of access provided for in 1 to 4 above, state your disability and indicate the form in which the record is required.

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

7 PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

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

1. **Indicate the right to be exercised or protected:** _____

2. **Explain why the record requested is required for the exercise or protection of the aforementioned right:** _____

8 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 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 to the record? _____

9 AUTHORISED SIGNATURE

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE

YOU MUST:

1. Complete all necessary spaces.
2. Sign the access request form.
3. Sign additional folios completed.

SEND WITH THIS APPLICATION:

1. R57.00 (if not personal requester) request fee.
2. Any additional folios completed.

PRESCRIBED FEES

(Section 54(7) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)) [Regulation 11 (3)]	
1 PLEASE NOTE THAT ALL PRICES FOR THE ITEMS LISTED BELOW ARE INCLUSIVE OF VALUE-ADDED TAX (VAT)	
(a) For every photocopy of an A4-size page or part thereof	R 1.25
(b) For every printed copy of an A4-size page of part thereof held on a computer or in an electronic or machine-readable form.	R 0.85
(c) For a copy in a computer-readable form on compact disc	R79.80
(d) (i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R45.60 R68.40
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R22.80 R34.20
(f) To search for and prepare the record for disclosure – for each hour or part thereof (as is reasonably required for such search and preparation).	R34.20
(g) Six hours as the hours to be exceeded before a deposit is payable	
(h) One third of the access fee is payable as a deposit by the requester	
(i) The actual postage fee is payable when a copy of a record must be posted to a requester.	