



Exxaro Resources Limited (Exxaro)

(including all subsidiaries)

Promotion of Access to Information Manual

July 2015

Version 4

A copy of the manual will be available for inspection at Exxaro Resources Limited Corporate Office and is available on the company website at www.exxaro.co.za

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RIGHT OF ACCESS TO INFORMATION

1.1 INTRODUCTION

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to information.

The Promotion of Access to Information Act 2 of 2000 (the Act), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- That record is required for the exercise or protection of any of his or her legal rights;
- That requester complies with all the procedural requirements; and
- Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2 AVAILABILITY OF THE EXXARO MANUAL AND ENTRY POINT FOR REQUESTS

This document serves as the Exxaro manual (the Manual) in accordance with the requirements of section 51 of the Act to facilitate access to records held by Exxaro.

A copy of this Manual is available to the public in a PDF (Portable Document Format) version on the website of Exxaro at www.exxaro.com or on request from the Information Officer referred to in this Manual.

Exxaro endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- Contact details of the Information Officer;
- Structure and functions of Exxaro;
- Subjects and categories of records that are held by Exxaro; and
- Procedure that needs to be followed and criteria that have to be met by a requester to request access to a record.

1.3 WHO MAY REQUEST ACCESS TO INFORMATION

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered.

A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- A personal requester who requests a record about him/herself;
- An agent requester who requests a record on behalf of someone else;
- A third party requester who requests a record about someone else; and
- A public body who may request a record if:
 - It fulfils the requirements of procedural compliance;
 - The record is required for the exercise or protection of a right; and

- o No grounds for refusal exist.

1.4 **CONTACT DETAILS OF EXXARO INFORMATION OFFICER**

SECTION 51(1)(a)

The Chief Executive Officer of Exxaro has delegated his powers to the Information Officer below in terms of the Act to handle all requests on Exxaro's behalf and ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

The Information Officer: Carina Wessels, Group Company Secretary
Physical Address: Roger Dyason Road, Pretoria West, 0183
Postal Address: PO Box 9229, Pretoria, 0001
Tel: (012) 307 4384
Fax: (086) 201 6309
E-mail: information.officer@exxaro.com

1.5 **POLICY WITH REGARD TO CONFIDENTIALITY AND ACCESS TO INFORMATION**

Exxaro will protect the confidentiality of information provided to it by third parties, subject to Exxaro's obligations to disclose information in terms of any applicable law or a court order requiring disclosure of the information. If access is requested to a record that contains information about a third party, Exxaro 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 that the third party furnishes reasons for the support or denial of access, the Information Officer will consider these reasons in determining whether access should be granted, or not.

1.6 **SAHRC GUIDANCE TO REQUESTERS ON HOW TO USE THE ACT**

SECTION 51(1)(b)

The South African Human Rights Commission (SAHRC) is required in terms of section 10 of the Act to compile a guide that will facilitate ease of use of the Act for requesters. It contains information to assist a person wishing to exercise a right in terms of the Act.

The SAHRC guide is available from the SAHRC website at www.sahrc.org.za/home/21/files/Reports/PAIA20%GUIDE%english.pdf.

You may also request any additional information to assist you in making a request from the SAHRC.

Please direct any queries to:

The South African Human Rights Commission:
PAIA Unit

Postal address: Private Bag 2700, Houghton, 2041
Physical address: Forum 3, Braampark Office Park,
Braamfontein

Phone: +27 11 877 3600 (Head Office)
+27 11 877 3750 (GP Office)

Fax: +27 11 403 0668

E-mail: info@sahrc.org.za

Website: www.sahrc.org.za

EXXARO STRUCTURE

2.1 SCOPE

This Manual has been prepared in respect of the Exxaro Group of Companies, which includes the following related entities:

- AlloyStream Proprietary Limited
- AlloyStream Holdings Proprietary Limited
- Clipeus Investment Holdings Proprietary Limited
- Coastal Coal Proprietary Limited
- Colonna Properties Proprietary Limited
- Cullinan Refractories Limited
- Exxaro Base Metals Proprietary Limited
- Exxaro Base Metals and Industrial Minerals Holdings Proprietary Limited
- Exxaro Chairman s Fund
- Exxaro Coal Proprietary Limited
- Exxaro Coal Mpumalanga Proprietary Limited
- Exxaro Employee Empowerment Trust
- Exxaro Environment Rehabilitation Fund
- Exxaro FerroAlloys Proprietary Limited
- Exxaro Foundation
- Exxaro Holdings Proprietary Limited
- Exxaro Holdings Congo Proprietary Limited
- Exxaro Insurance Company Limited
- Exxaro Mountain Bike Academy NPC

- Exxaro People Development Initiative NPC
- Exxaro Properties (Groenkloof) Proprietary Limited
- Exxaro Reductants Proprietary Limited
- Ferroland Grondtrust Proprietary Limited
- Ferrowest Proprietary Limited
- Gravelotte Iron Ore Company Proprietary Limited
- Inyanda Coal Proprietary Limited
- Kumba Resources Management Share Trust
- Matla and Arnot Rehabilitation Trust
- Rocsi Holdings Proprietary Limited
- Skyprops 112 Proprietary Limited
- The Vryheid (Natal) Railway, Coal and Iron Company Limited

The scope of this Manual will exclude Exxaro s operations outside South Africa and will serve to provide a reference regarding the records held by Exxaro at its Corporate Office and various operations.

2.2 EXXARO GROUP OF COMPANIES PROFILE AND STRUCTURE

Exxaro is a diverse resources group with a portfolio of coal, mineral sands and base metals assets as well as a significant indirect interest in iron ore. The group has operations in South Africa, Australia, Namibia and China, and a pipeline of growth projects that is arguably among the best in its peer group.

CLASSES OF RECORDS

3.1 AUTOMATIC DISCLOSURE

SECTION 51(1)(c) RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

No notice has been published in terms of section 52 of the Act. However, the following records are automatically available at the registered office of the Company on payment of the prescribed fee for reproduction.

- Documentation and information relating to Exxaro which is held by the

Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008

- Product and Promotional Brochures
- News and other Marketing Information

- Extracts from the annual integrated report and any other shareholder

communications as published on the Company's website.

3.2 LEGISLATIVE RECORDS

SECTION 51(1)(d) RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Records are kept in accordance with such other legislation as applicable to the Exxaro Group, which includes, but is not limited to:

- Banks Act 94 of 1990
- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Diseases Act 130 of 1993
- Competition Act 89 of 1998
- Constitution of South Africa Act 108 of 1996
- Copyright Act 98 of 1987
- Consumer Protection Act 68 of 2008
- Criminal Procedure Act 51 of 1977
- Deeds Registries Act 57 of 1937
- Debt Collectors Act 114 of 1998
- Electronic Communications and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Finance Act 2 of 2007
- Firearms Control Act 60 of 2000;
- Income Tax Act 58 of 1962
- Insolvency Act 24 of 1936
- Labour Relations Act 66 of 1995
- Long Term Insurance Act 52 of 1998
- Magistrates Court Act 32 of 1944
- Mine Health and Safety Act 29 of 1996
- Mineral Petroleum Resources Development Act 28 of 2002
- National Environmental Management Act 107 of 1998
- Non Profit Organisations Act 71 of 1997
- Occupational Diseases in Mines and Works Act 78 of 1973
- Occupational Health and Safety Act 85 of 1993
- Patents Act 57 of 1987
- Prevention of Organised Crime Act 14 of 1998
- Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002
- Securities Services Act 36 of 2004
- Short Term Insurance Act 53 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 97 of 1999
- South African Revenue Service Act 34 of 1997
- Statistics Act 6 of 1999
- Supreme Court Act 59 of 1959
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991

Although we have used our best endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete.

Wherever it comes to our attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3 RECORDS HELD BY EXXARO

SECTION 51(1)(e) RECORDS SUBJECTS AND CATEGORIES EXXARO

CORPORATE AFFAIRS AND INVESTOR RELATIONS / COMMUNICATIONS

- Media Releases
- Newsletters and Publications
- Public Corporate Records
- SENS releases

CORPORATE SECRETARIAT AND GOVERNANCE

- Applicable Statutory Documents
- Annual Reports
- Board of Directors and Board Committee Terms of Reference
- Codes of Conduct
- Executive Committee Meeting Minutes
- Legal Compliance Records
- Memoranda of Incorporation
- Minutes of Board of Directors and Board Committee Meetings

- o Minutes of Shareholders Meetings
- o Policies and Procedures
- o Share Certificates
- o Shareholder Agreements
- o Share Registers (Exxaro Resources Limited's official share register is however maintained by the transfer secretary of the company)
- o Strategic plans
- o Statutory Returns to Relevant Authorities

CORPORATE SOCIAL INVESTMENT (CSI)

- o Donations
- o CSI Projects and Investments
- o CSI Performance Information

FINANCE AND TAXATION

- o Accounting Records
- o Agreements
- o Annual Financial Statements
- o Audit Reports
- o Capital Expenditure Records
- o Investment Records
- o Invoices and Statements
- o Management Reports
- o PAYE Records
- o Purchasing Records
- o Sale Records
- o Supply Records
- o Tax Records and Returns
- o Treasury Dealing
- o Transactional Records
- o VAT Records

HUMAN RESOURCES

- o Education and Training Records
- o Employee Benefit Records
- o Employment Contracts
- o Employment Equity Records
- o Group HR Policies and Procedures
- o Labour Relations Records
- o Leave Records
- o Medical Records
- o Personnel Information
- o Retirement Benefit and Medical Aid Records
- o UIF Returns
- o Tax Returns of employees
- o Statutory Employee Records

INFORMATION MANAGEMENT

- o Contracts and Agreements
- o Information Policies, Standards, Procedures and Guidelines

INSURANCE

- o Claim Records
- o Details of insurance coverages, limits and insurers
- o Insurance Policies

LEGAL

- o General legal correspondence
- o Leases
- o Licenses and Approvals
- o Litigation and Dispute Patent Records
- o Production Statistics
- o Property Records
- o Records
- o Trademarks

MARKETING AND COMMUNICATION

- o Marketing Brochures
- o Marketing Strategies

OPERATIONS AND TECHNICAL

- o Access Control Records
- o Administration Documentation
- o Agreements
- o Divisional Accounting Records
- o Licenses and approvals
- o Production Statistics
- o Resource and Reserve Statements
- o Strategic and Mine Plans
- o Technical Records

SAFETY, HEALTH, ENVIRONMENT AND SUSTAINABILITY

- o Environmental Assessment Records
- o Incident reports and investigations
- o Licenses and Approvals
- o Mining Charter Compliance Information

- Safety, Health, Environment and Sustainability Policies and Management Standards
- Philosophy and Strategy
- Safety and Environmental Statistics
- Sustainability Information
- Training Records

SUPPLY CHAIN MANAGEMENT

- Agreements with Contractors and Suppliers
- Contractor and Supplier Data

ACCESS PROCEDURE AND REQUESTS

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

It is important to note that an application for access to information can 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. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

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

4.1 GUIDANCE ON COMPLETION OF PRESCRIBED ACCESS FORM

SECTION 51(1)(e)

In order for Exxaro to facilitate your access to a record you need to complete the attached prescribed access form attached as Annexure 1. Please take note that the prescribed access form must be completed in full, failure to do so will result in the process being delayed until such additional information is provided. Exxaro will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- The Access Request Form must be completed in the English language.
- Proof of identity is required to authenticate the identify of the requester. If the requester acts as an agent requester, the requester shall provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- 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 attached folio.
- When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

4.2 SUBMISSION OF PRESCRIBED ACCESS FORM

The completed Access Request Form must be submitted either via conventional mail,

e-mail or fax and must be addressed to the Information Officer.

4.3 PAYMENT OF PRESCRIBED FEES

Payment details can be obtained from the Information Officer 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.

Four types of fees are provided for in terms of the Act:

Request fee: An initial, non-refundable R57.00 (incl. VAT) 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.

Reproduction fee: This fee is payable with respect to all records that are automatically available.

Access fee: If the request for access is successful an access fee may be required to re-imburse Exxaro for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.

Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if Exxaro receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

4.4 NOTIFICATION

Exxaro will within thirty (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 thirty (30) day period within which Exxaro has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of Exxaro and the information cannot be reasonably be obtained within the original thirty (30) day period. Exxaro will notify the requester in writer should an extension be sought.

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;
- An indication of the form in which the access will be granted; and
- 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); 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.

4.5 RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If Exxaro 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.

GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

5.1 GROUNDS FOR REFUSAL

CHAPTER 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- Mandatory protection of commercial information of a third party or Exxaro, if the record contains:
 - Trade secrets of the third party or Exxaro;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or Exxaro; and
 - Information disclosed in confidence by a third party to Exxaro if the disclosure could put that third party

to a disadvantage in negotiations or commercial competition.

- Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- Mandatory protection of the safety of individuals, and the protection of property;
- Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- Mandatory protection of research information of a third party and of Exxaro.

5.2 APPEAL

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within one hundred and eighty (180) days of notification of the Information Officer's decision, apply to

a court for appropriate relief in accordance with Section 78 of the Act.

PRESCRIBED FEES

6.1 Reproduction fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

	Rand
• 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 form	0.75
• For a copy in a computer readable form: <ul style="list-style-type: none">○ 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

6.2 Request fee

A request fee of R50.00 (excluding VAT) is payable upfront where a requestor submits a request for access to information on anybody else other than a requestor.

6.3 Access fee

The applicable fees (excluding VAT) which will be payable are:

	Rand
• 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 form	0.75
• For a copy in a computer readable form: <ul style="list-style-type: none">○ 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 a record that must be disclosed, per hour or part of the hour	30.00

6.4 Postage fee

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

Annexure 1 Access Form

REQUEST FOR ACCESS TO A RECORD OF EXXARO

(Section 53(1) of the Promotion of Access to Information Act 2 of 2000)

A. Particulars of private body

Contact details:	
Chief Executive Officer (as defined in the Act)	
Information Officer	
Postal address	
Physical address	
Phone number	
Fax number	
E-mail address	

B. Particulars of person requesting access to the record

<p>(a) <i>The particulars of the person who requests access to the record must be recorded below.</i></p> <p>(b) <i>Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.</i></p> <p>(c) <i>Proof of identity is required from both the requester and any person or any party acting on behalf of the requester. The original identity document or such other proof satisfactory to the Chief Executive Officer or Information Officer will need to be presented with this request by the requester or the requester's representative before the request will be processed.</i></p> <p>(d) <i>If the request is made on behalf of another person, proof of the capacity in which the request is made, is also to be presented with this request.</i></p>
--

DETAILS OF REQUESTER

Surname	
Full names	
Identity number	
Postal address	
Telephone number	
Fax number	
E-mail address	

If a request is made on behalf of another person the requester is obliged to identify him/herself and to provide proof of the mandate under which the request is made, to the satisfaction of the Information Officer.

C. Particulars of person on whose behalf request is made

Surname	
Name	
Identity number	

D. Particulars of record

<p>(a) <i>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.</i></p> <p>(b) <i>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.</i></p> <p>(c) <i>The requester's attention is drawn to the grounds on which the private body must or may refuse access to a record (in certain instances this may be mandatory, in others it may be discretionary):</i></p> <ul style="list-style-type: none">○ <i>Mandatory protection of the privacy of a third party who is a natural person (human being);</i>○ <i>Mandatory protection of commercial information of third party;</i>○ <i>Mandatory protection of certain confidential information of a third party;</i>○ <i>Mandatory protection of the safety of individuals, and the protection of property;</i>○ <i>Mandatory protection of records privileged from production in legal proceedings;</i>○ <i>Commercial information of a private body;</i>○ <i>Mandatory protection of research information of a third party and a private body.</i>

E. Description of record or relevant part of the record

Category	Description of record

F. 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 (**currently R50.00**) has been paid.
- (b) If the prescribed request fee is amended you will be notified of the amount required to be paid as the request fee.
- (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 therefore.

The requester qualifies for an exemption in payment of fees (mark the appropriate box)		Yes	No
Reason			

G. Form of access to 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 required.

Disability:	
Form in which record is required?	

Mark the appropriate box with an X .

NOTES:

(a) *Your indication as to the required form of access depends on the form in which the record is available.*

(b) *Access in the form requested 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 -					
	copy of record*				inspection of record
2. If record consists of visual images - (this includes 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 words or information which 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 -					
	printed copy of record*		printed copy of information derived		copy in computer readable format*

* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.	Yes	No
--	-----	----

H. Particulars of right to be exercised or protected

*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. Indicate which right is to be exercised or protected

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

I. 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 to the record?

--

Signed at _____ this _____ day of _____ 20_____

**SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE**