

Promotion of Access to Information Act (PAIA) Manual

Ba-Joe's Invest PTY (LTD)

1. Introduction

At Ba-Joe's Invest PTY (LTD), we are passionate about delivering high-quality, flavourful BBQ sauces that enhance every meal. As a company dedicated to culinary excellence, we prepare, package, and sell BBQ sauce designed to bring people together over great food.

This Promotion of Access to Information Act (PAIA) Manual is prepared in compliance with Section 51 of PAIA, ensuring that individuals have the right to request and obtain information related to our business in a structured and legally compliant manner. While we value transparency, we also prioritize the protection of confidential, proprietary, and personal data, balancing openness with responsible information management.

Our commitment to quality, innovation, and customer satisfaction is at the core of everything we do. We believe that transparency fosters trust between our customers, employees, and stakeholders. By providing clear guidelines on accessing information, we reaffirm our promise to conduct business with integrity, professionalism, and respect for privacy.

This manual serves as a reference for stakeholders seeking information about our business operations, policies, and practices. Whether you're a customer, employee, or supplier, Ba-Joe's Invest PTY (LTD) is dedicated to processing information requests efficiently, ethically, and in full compliance with South African law.

2. Contact Details

Information Officers: Byron Mathews and Jolene Mathews

Designation: Owners

Telephone: 082 947 6169 or 082 058 4700

Email: admin@ba-joes.co.za

Physical Address: 76 Gould Street, Krugersdorp West, Mogale City, 1739

Postal Address: 76 Gould Street, Krugersdorp West, Mogale City, 1739

3. Categories of Records Held

Ba-Joe's Invest PTY (LTD) maintains various records, including:

Company Registration Documents – Business incorporation records, tax certificates.

Financial Records – Invoices, tax filings, financial statements.

Human Resources Records – Employee contracts, payroll information.

Supplier & Customer Records – Purchase orders, agreements, correspondence.

Marketing & Sales Data – Advertising materials, customer feedback.

Product Information – BBQ sauce recipes, packaging details, distribution records.

4. Procedure for Accessing Information

To request access to records, follow these steps:

1. Submit a formal request in writing to the Information Officer.
2. Complete the PAIA Request Form, specifying the records required.
3. Provide identification and any necessary authorization (if applicable).
4. Pay the prescribed fee (if applicable).
5. The request will be processed within 30 days (60 days in certain circumstances), and you will be notified of the outcome.

5. Fees Payable

Fees may apply for processing requests, including:

FEES IN RESPECT OF PUBLIC BODIES

IN TERMS OF GOVERNMENT NOTICE NO. R. 187

IN GOVERNMENT GAZETTE 23119 OF 15 FEBRUARY 2002

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4 size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

R/c

- (a) For every photocopy of an A4 size paper or part thereof R0,60

(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or

machine readable form R0,40

(c) For a copy in a computer-readable form on –

(i) stifty disc R5,00

(ii) compact disc R40,00

(d) (i) For a transcription of visual images, for an A4 size page or part thereof R22,00

(ii) For a copy of visual images R60,00

(e) (i) For a transcription of an audio record, for an A4 size page or part thereof R12,00

(ii) For a copy of an audio record R17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35,00.

4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

R/c

(a) For every photocopy of an A4 size paper or part thereof R0,60

(b) For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form

(c) For a copy in a computer-readable form on R0,40

(i) stifty disc R5,00

(ii) compact disc R40,00

(d) (i) For a transcription of visual images, for an A4 size page or part thereof R22,00

(ii) For a copy of visual images R60,00

(e) (i) For a transcription of an audio record, for an A4 size page or part thereof R12,00

(ii) For a copy of an audio record R17,00

(f) To search for and prepare the record for disclosure, R15,00 for each hour

or part of an hour, excluding the first hour, reasonably required for such search and preparation.

(g) For purposes of section 22(2) of the Act, the following applies:

(i) six hours as the hours to be exceeded before a deposit is payable;

and

(ii) one third of the access fee is payable as a deposit by the requester.

(h) The actual postage is payable when a copy of a record must be posted to a requester.

Fees are payable before the request is processed.

6. Grounds for Refusal

Access to certain records may be refused under PAIA if:

The information is confidential or proprietary.

Disclosure would violate privacy rights.

The request is frivolous or vexatious.

The information is legally protected under other regulations.

7. Remedies and Appeals Process

If a request is denied, the requester may:

1. Submit an appeal to the Information Officer for reconsideration.
2. Escalate the matter to the Information Regulator of South Africa.
3. Seek legal recourse through the courts if necessary.

8. Updates and Availability of the Manual

This manual is reviewed and updated annually to ensure compliance with PAIA. It is available:

On our company website. www.ba-joes.co.za

At our physical office for public inspection. 76 Gould Street, Krugersdorp West, Mogale City, 1739

Upon request via email or postal service. admin@ba-joes.co.za