

# Distell – Access To Information Manual



We respect your right of access to information. This document will help you exercise that right as required by section 51 of the Promotion to Access of Information Act 2 of 2000 (PAIA).

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**Headings like this are a summary of our manual and contain the most important and relevant points for you. They are here to help you understand it, but please read the full manual.**

## Dates

- Date compiled: April 2007
- Date revised: August 2015

## Introduction

We are Distell Group Limited, we conduct business as a liquor and related goods provider in the wholesale and retail trade. This is our 'Access To Information Manual'. Its purpose is to help you access our information and any other information that we have. PAIA requires us to make it available to you so that you:

- know what types of information we have; and
- can request access to it.

**This manual exists to tell you what information we have and help you get access to it.**

## Our details

Our details are as follows:

- **Company name:** Distell Group Limited
- **Registration number:** 1988/005808/06
- **Postal address:** PO Box 184, Stellenbosch, 7599
- **Physical address:** Aan-de-Wagen Road, Stellenbosch, 7600
- **Phone number:** 021 809 7000
- **Fax number:** 021 886 4611
- **Company general contact email:** [info@distell.co.za](mailto:info@distell.co.za)
- **Information officer name:** L Malan
- **Information officer email:** [LMalan@distell.co.za](mailto:LMalan@distell.co.za)
- **Website:** [www.distell.co.za](http://www.distell.co.za)

**These are all our details, but please rather contact us by email at [info@distell.co.za](mailto:info@distell.co.za) whenever possible.**

## Further guidance

If you would like further guidance on how you can get access to information under PAIA, you may contact the South African Human Rights Commission (SAHRC) to find out more information about PAIA. They have a guide in each official language of South Africa on how to exercise any right under PAIA. Their contact details are as follows:

- **Phone number:** 011 877 3803
- **Fax number:** 011 403 0625
- **Postal address:** Private Bag 2700, Houghton, 2041
- **Physical address:** 33 Hoofd Street, Forum III - Braampark, Braamfontein, Johannesburg, 2041
- **Website:** [www.sahrc.org.za](http://www.sahrc.org.za)

**For further guidance on how you can get access to information, please contact the SAHRC by visiting their website at [www.sahrc.org.za](http://www.sahrc.org.za).**

## Our subsidiaries

We have the following subsidiaries:

- Afdis Holdings (Pty) Limited (Zimbabwe)
- African Distillers Limited (Zimbabwe)
- Alto Wynlandgoed (Edms) Beperk 1954/000218/07
- Bisquit Dubouché Et Cie SAS (France) 2009B0036
- Burn Stewart Distillers Limited (UK)
- Cape Wine Legends (Pty) Ltd 1968/006336/07
- Castle Wine & EK Green Limited 1963/002271/06
- Castle Wine and Brandy Company Limited 1911/003975/06
- Castle Wine & Brandy Company (Zimbabwe) (Pty) Limited
- Cave de Pongracz Limited 1968/011616/06
- Cellar Cask Vineyards Limited 1970/010804/06
- Count Pushkin Imperial Vodka Limited 1943/016296/06
- Die Bergkelder Beperk 1964/003028/06
- Distell Angola Ltda (Angola)
- Distell (Asia Pacific) Pte Limited 200010080W
- Distell Beverages (RF) Limited 2005/005830/07
- Distell Botwana (Pty) Limited 88/1161
- Distell Europe Limited 03572819
- Distell Ghana Limited CS014322012
- Distell Group Limited 1988/005808/06
- Distell Hong Kong Limited 52644911-000
- Distell International Limited (Mauritius)
- Distell Limited 1963/001333/06
- Distell Mozambique Limitada
- Distell Namibia Limited 68/15689 (Reg. in Namibia)
- Distell South America Ltda 04.700.044/0001-85
- Distell USA 752988062
- Distell Wines & Spirits (Canada) Inc
- Distell Wine Masters (Kenya) C60548
- Distell Zambia
- Cayman Island Distillers Limited 1944/018295/06
- Distillers Corporation Namibia (Pty) Limited 85/061 (Reg. in Namibia)
- Distillers Corporation (Swaziland) (Pty) Limited No. 540 of 1998
- Distillers Corporation Limited 1963/007327/06
- Drostdy Wines Limited 1941/014680/06
- Durbanville Hills Wines (Pty) Limited 1998/008781/07
- Ecowash (Edms) Beperk 1997/020452/07
- Eikevat (Edms) Beperk 1992/003315/07
- EK Green and Company Limited 1901/000338/06
- Evergrace Farm (Pty) Ltd 1988/005271/07
- Expo Liquor Limited 1980/006111/06
- Glasscor (Pty) Limited 1981/001594/07
- Henry C Collison & Sons Limited 1899/000255/06
- Henry C Collison & Sons Limited, London (00950515)
- Henry Tayler & Ries Limited 1932/004004/06

- Hyfarm Investors (Pty) Ltd 1988/003664/07
- Imperial Distillers Co Limited (Scotland) SC102935
- J C Le Roux and Company Limited 1940/041224/06
- J Sedgwick & Company Limited 1912/001266/06
- John Wilson Brandy and Spirit Company Limited 1959/002008/06
- Kaapsche Wijn en Brandewijn Maatschappij Beperk 1921/002256/06
- Kalahari Distillers Limited 1987/005831/06
- Klipdrift Brandewyn Maatskappy (Edms) Beperk 1970/010799/07
- Le Bonheur Wynlandgoed (Edms) Beperk 1973/000120/07
- Lomond Development Company Limited 1998/004069/06
- Lomond Wine Estate (Pty) Limited 1993/005344/07
- Lusan Holdings (Pty) Limited 1999/002722/07
- Lusan Premium Wines (Pty) Limited 1968/000324/07
- Mirma Products Development Company (Article 21) 1998/021006/08
- Mirma Products (Pty) Limited 1997/022459/07
- Monis of Paarl Limited 1942/015612/06
- Namibia Wines & Spirits Limited 79/03
- Nederburg Wine Farms Limited 1964/006409/06
- Nederburg Wines (Pty) Limited 1950/039255/07
- Olof Bergh Solera Brandewijn Maatschappij Beperk 1964/007905/06
- Oude Meester Kelders Beperk 1970/002140/06
- Paarl Wine & Brandy Company Limited 1897/000171/06
- Paarl Wool Washery Limited 1944/017633/06
- Papkuilsfontein Vineyards (Pty) Limited 1998/000782/07
- Pierre Carmagnac Et Cie Eur (France)
- Ricardo Dominion Rum Company Limited 1942/015328/06
- Richelieu et Cie (Exporters) Limited 1943/016153/06
- Richelieu et Cie (France) 906 420 120
- Scotch Whisky Sub Sahara LLP SO301170
- Sedgwick Tayler Holdings Limited 1945/019577/06
- SFW Financing Company Limited 1935/006602/06
- SFW Holdings Limited 1964/006408/06
- Solamoyo Processing Company (Pty) Ltd 1995/010875/07
- South African Distilleries and Wines (SA) Limited 1958/000725/06
- South African Wine Cellars Limited 1984/000254/06
- Southern Liqueur Company Limited 1954/000483/06
- Stapleford Wines (Private) Limited (Zimbabwe)
- Stellenbosch Farmers' Winery Group Limited 1921/002134/06
- Stellenbosch Farmers' Winery Limited 1972/012398/06
- Stellenbosch Farmers' Winery Transkei Limited 1977/060010/06
- Stellenbosch Wine & Brandy Company Limited 1932/003822/06
- Swaziland Liquor Distributors Limited
- The Everyday Wine Company (Pty) Limited 1964/002583/07
- Tanzania Distilleries Limited 4662Tonnellerie Radoux (SA) (Pty) Limited 1963/005460/07
- The Van Ryn Wine and Spirit Company Limited 1911/000122/06
- Uitkyk Farm Estates (Pty) Limited 1963/001356/07
- Vincor Beperk 1945/019058/06
- Vins et Spiritueux Richelieu Société Anonyme, Kloten CHE-102.658.659
- Western Province Wineries Limited 1970/014756/06

- Woodmill Cider Company Limited 1945/019609/06
- Zhongshan Distell Trading Co Limited 442000400034213 (Known as Distell China)

## Records we hold

We hold the following subjects and categories of records:

- **Company records;**
- **Financial records;**
- **Insurance records;**
- **Personnel records;**
- **Policies and directives;**
- **Agreements or contracts;**
- **Regulatory documents;**
- **Production records;**
- **Distribution records;**
- **Marketing records;**
- **Legal records;**
- **Published information;**
- **Customer information;** and
- **Reference materials.**

**We hold various subjects and categories of records in electronic or physical form that are available automatically or in other ways.**

### Company records

Company records are all our records related to the incorporation and administration of our company. Some of them are available from the Companies and Intellectual Property Commission (CIPC).

Memorandum of incorporation	Automatically available from CIPC
Directors' names	Automatically available from CIPC
Documents of incorporation	Automatically available from CIPC
Minutes of board of directors meetings	Not automatically available
Written resolutions	Not automatically available
Records relating to appointment of directors, auditor, secretary, public officer, or other officers	Not automatically available
Share register and other statutory registers	Not automatically available
Other statutory records	Not automatically available

**Company records include our memorandum of incorporation and directors' names.**

### Financial records

Financial records are all our records related to our finances.

Management reports	Not automatically available
Financial statements	Available in terms of the Companies Act
Tax returns	Not automatically available
Other documents relating to taxation of the company	Not automatically available

Accounting records	Not automatically available
Banking records	Not automatically available
Banking details	Automatically available on request
Bank statements	Not automatically available
Electronic banking records	Not automatically available
Paid cheques	Not automatically available
Asset register	Not automatically available
Rental agreements	Not automatically available
Invoices	Not automatically available
Financial agreements	Not automatically available

**Financial records include our financial statements and banking details.**

### **Insurance records**

Insurance records are all our records related to our insurable assets.

Insurance policies held by the company	Not automatically available
Register of all immovable property owned by the company	Not automatically available
Incident list	Not automatically available

### **Income tax records**

Income tax records are all our records related to our income tax obligations.

PAYE Records	Not automatically available
Documents issued to employees for income tax purposes	Not automatically available
Records of payments made to SARS on behalf of employees	Not automatically available
VAT records	Not automatically available
Regional Services Levies	Not automatically available
Skills Development Levies	Not automatically available
UIF	Not automatically available
Workmen's Compensation	Not automatically available

### **Personnel records**

Personnel records are all our records about our employees, contractors, and other personnel.

List of employees	Not automatically available
Employee personal information	Not automatically available
Employee employment contracts or service agreements	Not automatically available
Employment policies and procedures	Not automatically available
Employment Equity report	Not automatically available
Medical aid records	Not automatically available
Pension and provident fund records	Not automatically available
Salaries of employees	Not automatically available

Leave records	Not automatically available
Internal evaluations and other performance records	Not automatically available
Disciplinary records	Not automatically available
Disciplinary codes	Not automatically available
SITA records	Not automatically available
Training records	Not automatically available
Operating manuals	Not automatically available
OSHA records	Not automatically available
Personal records provided by personnel	Not automatically available
Other statutory records	Not automatically available
Related correspondence	Not automatically available

**Personnel records include records about our employees and contractors.**

### **Policies and directives**

Policies and directives include both internal and external documents.

Internal relating to employees and the company	Not automatically available
Code of conduct	Automatically available
Anti-bribery policy	Automatically available
Anti-corruption policy	Automatically available
Other external relating to clients and other third parties	Not automatically available

### **Agreements or contracts**

Agreements or contracts include the documents themselves and all related documents.

Standard Agreements	Not automatically available
Contracts concluded with customers	Not automatically available
NDA's	Not automatically available
Letter's of Intent, MOUs	Not automatically available
Third party contracts (such as JV agreements, Wholesale or VAR Agreements, etc.)	Not automatically available
Office management contracts	Not automatically available
Supplier contracts	Not automatically available

### **Regulatory documents**

Regulatory documents include any documents required to comply with any laws.

Permits	Not automatically available
Licences	Not automatically available
Certificates	Not automatically available
Authorities	Not automatically available

## Production records

Production records includes primary and secondary production records.

Primary producer statistics	Not automatically available
Primary quality control records	Not automatically available
Secondary manufacturing specifications	Not automatically available
Secondary calculations and formulae	Not automatically available
Secondary production statistics	Not automatically available
Secondary specimen analysis records	Not automatically available
Secondary cost analyses	Not automatically available
Secondary noise records	Not automatically available

## Distribution records

Distribution records include warehouse, credit control, telesales, distribution administration control, merchandising, risk control, and head office distribution records.

Warehouse records	
Picking lists	Not automatically available
Loading Sheets	Not automatically available
Stock transport delivery invoices	Not automatically available
Stock recording sheet - Monthly Stock inventory	Not automatically available
Stock write-off documents	Not automatically available
Material handling equipment service records	Not automatically available
Goods receipt notes - bottled stock returns	Not automatically available
Credit control records	Not automatically available
Customer account application forms	Not automatically available
Account application surety forms	Not automatically available
Journal document	Not automatically available
Sundry Debit and Credit notes	Not automatically available
Sundry Debit and Credit Invoices	Not automatically available
Month End Statements	Not automatically available
Bad Debt write-off records	Not automatically available
Telesales records	
Price lists	Not automatically available
Customer delivery schedule	Not automatically available
Customer contact information	Not automatically available
Distribution Administration Control records	
Customer Delivery schedule	Not automatically available
Delivery Invoices	Not automatically available
COD Acknowledgement slips	Not automatically available
Representative Credit and Debit Advice slips	Not automatically available
Debit and credit invoices	Not automatically available



Delivery route Schedules	Not automatically available
Merchandising records	
Goods receipt documents	Not automatically available
Goods issue documents	Not automatically available
Stock recording documents - monthly stock take	Not automatically available
Risk Control records	
Risk audit findings	Not automatically available
Risk incident reports	Not automatically available
Risk control guidelines	Not automatically available
Head Office Distribution records	
Asset register per DC controlled by fleet numbers for: Delivery vehicle fleet, Delivery trailer fleet, Forklifts, and Roop's	Not automatically available
Budget guidelines	Not automatically available
Budget working papers	Not automatically available
DMOS Tracking	Not automatically available
DMOS - EPMS	Not automatically available
Distribution Organisational Structures per DC	Not automatically available
Employment equity guidelines	Not automatically available
Distribution month end reports	Not automatically available
Owner Driver Tariff negotiation records	Not automatically available
Owner Driver payment tracking schedules	Not automatically available
Vehicle utilisation month reports	Not automatically available
Material handling utilisation monthly reports	Not automatically available
Kilometres travelled monthly reports	Not automatically available
General Policy files	Not automatically available
Distribution Policy file	Not automatically available
Distribution Business Plans	Not automatically available

### Marketing records

Marketing records include any records related to marketing.

New product development records	Not automatically available
Change request records	Not automatically available
Business plans of all new/changed product introductions	Not automatically available
Project brief records	Not automatically available
Merchandising records	Not automatically available
Marketing and advertising material	Not automatically available

### Legal records

Legal records include any records that relate to legal matters.

Legal opinions	Not automatically available
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Court cases and judgements	Not automatically available
Competition related inquiries and reports	Not automatically available

### Published information

Published information includes any document that we prepare and produce.

External newsletters and circulars	Automatically available
Internal newsletters and circulars	Not automatically available
Information on the company published by third parties	Not automatically available

### Customer information

Customer information includes any information about our customers, leads, or prospects.

Customer details	Not automatically available
Contact details of individuals within customers	Not automatically available
Communications with customers	Not automatically available

### Reference materials

Reference materials include any sources of information that we contribute to.

Books	Not automatically available
Newsletters and journals articles	Not automatically available
Magazines	Not automatically available
Newspaper articles	Not automatically available

### Information we hold to comply with the law

We hold records for the purposes of PAIA in terms of the following main laws, among others:

- Basic Conditions of Employment Act 75 of 1997;
- Companies Act 61 of 1973;
- Companies Act 71 of 2008;
- Compensation for Occupational Injuries and Disease Act 130 of 1993;
- Copyright Act 98 of 1978;
- Employment Equity Act 55 of 1998;
- Income Tax Act 58 of 1962;
- Income Tax Act 95 of 1967;
- Labour Relations Act 66 of 1995;
- Occupational Health & Safety Act 85 of 1993;
- Pension Funds Act 24 of 1956;
- South African Reserve Bank Act 90 of 1989;
- Skills Development Act 9 of 1999;
- Skills Development Levies Act 9 of 1999;
- Stamp Duties Act 77 of 1968;
- Trade Marks Act 194 of 1993;
- Unemployment Insurance Contributions Act 4 of 2002;
- Unemployment Insurance Act 63 of 2001;
- Usury Act 73 of 1968; and

- Value Added Tax Act 89 of 1991.

## How to request access

We have authorised and designated our information officer to deal with all matters relating to PAIA in order to comply with our obligations in terms of PAIA. To request access to a record, please complete Form C which is available from:

- the SAHRC website at [www.sahrc.org.za](http://www.sahrc.org.za) at this link: <http://www.sahrc.org.za/home/21/files/Form%20C.doc>); or
- the Department of Justice and Constitutional Development website at [www.justice.gov.za](http://www.justice.gov.za) at this link: [http://www.justice.gov.za/forms/paia/J752\\_paia\\_Form%20C.pdf](http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf)).

Please submit the completed form to our information officer together with the relevant request fee (details here: <http://www.sahrc.org.za/home/21/files/FEES.pdf>) at our information officer's email address, our physical address, or by fax in terms of our details provided above. Please ensure that the completed form:

- has enough information for the information officer to identify you, the requested records, and which form of access you require;
- specifies your email address, postal address, or fax number;
- describes the right that you seek to exercise or protect;
- explains why you need the requested record to exercise or protect that right;
- provides any other way you would like to be informed of our decision other than in writing; and
- provides proof of the capacity in which you are making the request if you making it on behalf of someone else (we will decide whether this proof is satisfactory).

If you do not use the standard form:

- we may reject the request due to lack of procedural compliance;
- refuse it if you do not provide sufficient information; or
- delay it.

**You may request information by completing a request for access form and submitting it to our information officer together with a request fee.**

## Other prescribed information

The Minister of Justice and Constitutional Development has not made any regulations prescribing any other information that needs to appear in this manual.

## Grounds for refusal

We may have to refuse you access to certain records in terms of PAIA to protect:

- someone else's privacy;
- another company's commercial information;
- someone else's confidential information;
- the safety of individuals and property;
- records privileged from production in legal proceedings; or
- research information.

We will notify you in writing whether your request has been approved or denied within 30 calendar days after we have received a completed request for access form. If we cannot find any requested record or it does not exist, then we will notify you by way of affidavit that it is not possible to give access to that particular record.

**We may have to refuse you access to a record to protect others.**

## **How we will give you access**

We will evaluate and consider all requests to us in terms of PAIA. If we approve your request for access to our records, then we will decide how to provide access to you – unless you have asked for access in a specific form. Publication of this manual does not give rise to any rights to access information records, except in terms of PAIA.

## **How much it will cost you**

You must pay us a request fee as required by law when submitting a request for access to information. The prescribed fees are as set out in the Fee Schedule which is available from [www.sahrc.org.za](http://www.sahrc.org.za) at this link: <http://www.sahrc.org.za/home/21/files/FEES.pdf>. You must pay us the fees before we will hand over any information. You may have to pay a further access fee if we grant the request for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

## **How we process and protect personal information**

We process the personal information of various categories of people for various purposes as set out in this clause.

### **Categories of people**

We process the personal information of the following categories of people:

- customers or clients;
- prospects or leads;
- employees;
- recruiters and medical practitioners providing services related to employees;
- contractors, vendors, or suppliers;
- debtors and creditors;
- dealers; and
- directors and shareholders.

### **Purposes**

We process the personal information to:

- provide our goods or supply our services;
- better understand our data subjects needs when doing so;
- keep our data subject records up-to-date;
- manage employees in general;
- manage supplier contracts in general;
- manage dealer relationships in general;
- manage customers in general;
- manage customer credit in general;
- market to customers in various countries;
- enforce debts;
- market goods and services to customers;
- run promotional competitions for businesses;
- process customer requests or complaints; and
- process personal information of employees for forensic purposes.

## **Categories of personal information**

We process many different categories of personal information, including:

- contact details, such as phone numbers, physical and postal addresses, and email addresses;
- personal details, such as names and ages;
- demographic details, such as races and age groups;
- health information;
- biometric information;
- account numbers;
- background information;
- contract information;
- credit information;
- market intelligence information;
- learner information; and
- debt and debtor information.

## **Third-party disclosures**

We give the following people personal information that we process in the ordinary course of business to fulfil our obligations to our customers or clients:

- Contractors, vendors, or suppliers;
- Agents, distributors, or other resellers;
- Operators, other responsible parties, or co-responsible parties; and
- Third party vendors (such as software developers) to help us maintain our services.

## **Cross-border transfers**

We send personal information outside of South Africa to various countries. We will only transfer data to other countries who have similar privacy laws to South Africa's, or recipients who can guarantee the protection of personal information to the same standard we must protect it.

## **Security**

We secure our data by maintaining reasonable measures to protect personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We also take reasonable steps to keep personal information accurate, current, complete, and reliable for its intended use.

**We do our best to keep all data in our possession secure and up-to-date.**