

METAL SIGNS (PTY) LTD

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Registration No: 2025/214658/07 VAT No: 4280105224

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 (PAIA MANUAL)

Document No.	Version	Effective Date	Review Date
MS-CSR-PAIA-049	1.0	22/05/2026	22/05/2029
Document Owner	Director / Information Officer	Classification	Public

1. Version History

Version	Date	Description	Author
1.0	22/05/2026	Approved.	Nayan Shiba

2. Introduction and Purpose

This manual has been compiled in terms of Section 51 of the Promotion of Access to Information Act 2 of 2000 ("PAIA"). PAIA gives effect to the constitutional right of access to information held by both public and private bodies, as provided for in Section 32 of the Constitution of the Republic of South Africa, 1996.

The purpose of this manual is to:

- Inform members of the public of the categories of records held by Metal Signs (Pty) Ltd
- Describe the procedure for requesting access to those records
- Set out the grounds on which access to records may be refused
- Provide the contact details of the Information Officer

This manual is available to any person on request. A copy is available at the registered premises of Metal Signs (Pty) Ltd and on the company website at www.metalsigns.co.za.

3. Details of the Private Body

Field	Details
Company Name	Metal Signs (Pty) Ltd
Registration Number	2025/214658/07

VAT Number	4280105224
Business Address	Unit 20/21 Cowies Park, 3 Olivier Road, New Germany, 3610, KwaZulu-Natal
Postal Address	Unit 20/21 Cowies Park, 3 Olivier Road, New Germany, 3610, KwaZulu-Natal
Telephone	(031) 709 5470 066 307 4295
Email	accounts@metalsigns.co.za
Website	www.metalsigns.co.za
Nature of Business	SABS-approved manufacturer of fire and safety signage; screen printer
Number of Employees	13 (effective 01/06/2026)

4. Information Officer

In terms of Section 51(1)(a) of PAIA, the head of Metal Signs (Pty) Ltd is the Information Officer for the purposes of this Act. The Information Officer is responsible for receiving and processing all requests for access to information.

Field	Details
Information Officer	Nayan Shiba
Designation	Director
Telephone	(031) 709 5470 079 584 2334
Email	nayan@metalsigns.co.za
Postal Address	Unit 20/21 Cowies Park, 3 Olivier Road, New Germany, 3610

Note: The Information Officer must be registered with the Information Regulator (South Africa) as required by PAIA. Registration can be completed at www.inforegulator.org.za. The Information Regulator took over PAIA functions from the SAHRC on 30 June 2021.

5. Guide on How to Use PAIA

The South African Human Rights Commission (SAHRC) has compiled a guide on how to use PAIA as required by Section 10 of the Act. This guide is available from the SAHRC and describes the rights and procedures available to requesters under PAIA.

Contact	Details
Organisation	South African Human Rights Commission (SAHRC)
PAIA Unit	Promotion of Access to Information Act Unit
Physical Address	29 Princess of Wales Terrace, Parktown, Johannesburg, 2193
Telephone	011 877 3600
Website	www.sahrc.org.za

Email	paia@sahrc.org.za
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6. Categories of Records Held by Metal Signs (Pty) Ltd

The following categories of records are held by Metal Signs (Pty) Ltd. Access to records is subject to the grounds for refusal set out in Chapter 4 of PAIA.

6.1 Company and Governance Records

- Company registration certificate and founding documents (CIPC)
- Memorandum of Incorporation
- SABS approval certificate and related quality documents
- Tax registration and VAT documents
- B-BBEE certificate or sworn affidavit

6.2 Environmental Records

- Environmental management procedure and waste management records
- Chemical and hazardous substance records
- Environmental inspection logs

7. How to Request Access to Records

7.1 Who may request access

Any person (including a juristic person) may request access to a record of Metal Signs (Pty) Ltd in accordance with the provisions of PAIA. The requester must be able to demonstrate that the record is required for the exercise or protection of any right.

7.2 How to submit a request

All requests for access to records must be submitted in writing using the prescribed Form C (Form 2 of the Regulations) to the Information Officer at the address set out in Section 4 of this manual. The request must:

- Be in writing on the prescribed form (Form C)
- Provide adequate details to identify the requester and the record requested
- Specify the form of access required (e.g. copy, inspection)
- Identify the right being exercised or protected and explain why the record is needed
- Be accompanied by the prescribed request fee (see Section 7.4)

Form C is available from the South African Human Rights Commission at www.sahrc.org.za or from the Information Officer on request.

7.3 Processing of requests

Upon receipt of a valid request, Metal Signs (Pty) Ltd will:

1. Acknowledge receipt of the request within 5 business days
2. Process the request and respond within 30 days of receipt
3. Notify the requester in writing of the decision to grant or refuse access
4. Where access is granted, provide the record in the requested form within a reasonable time and upon payment of any applicable access fee

7.4 Fees

The following fees apply in terms of the Regulations to PAIA:

Fee Type	Amount
Request fee (payable on submission)	R50.00
Access fee — photocopy (per A4 page)	R1.10 per page
Access fee — printed copy (per A4 page)	R0.75 per page
Access fee — electronic copy	R7.50 per copy
Reproduction — computer-generated printout	R0.40 per page
Search and preparation fee (per hour after first hour)	R30.00 per hour
Deposit (where search/prep exceeds 6 hours)	One third of total estimated access fee

Note: Persons whose requests are granted and who are unable to pay the access fee due to financial hardship may apply for a fee waiver. The Information Officer will consider such requests on a case-by-case basis. Fees are set by the Minister of Justice and Constitutional Development and may change by regulation.

8. Grounds on Which Access May Be Refused

Metal Signs (Pty) Ltd may refuse a request for access to records on the following grounds as set out in Chapter 4 of PAIA:

- The record contains information that would harm the commercial interests of Metal Signs (Pty) Ltd or a third party
- The record contains confidential information supplied by a third party
- The record contains personal information about a third party who has not consented to disclosure
- Disclosure would constitute an actionable breach of a duty of confidence
- The record is subject to legal privilege (e.g. attorney-client communications)
- Disclosure could endanger the life or physical safety of an individual
- The record does not exist or cannot be found after all reasonable steps have been taken

Where access is refused, the requester will be notified in writing of the grounds for refusal and of the right to appeal or apply to court for relief in terms of PAIA.

9. Remedies Available to a Requester

Where a request for access to records has been refused, or where the Information Officer has failed to respond within the prescribed period, the requester has the following remedies available:

9.1 Internal appeal

A requester may submit an internal appeal to the head of Metal Signs (Pty) Ltd (the Director) within 60 days of receiving the refusal notice or the expiry of the 30-day response period. The internal appeal must be submitted in writing using Form D as prescribed by the Regulations.

9.2 Application to court

If the internal appeal is unsuccessful, or if the requester prefers, an application may be made to the High Court in terms of Section 78 of PAIA. The requester has 30 days from the outcome of the internal appeal to bring such an application.

9.3 Complaint to the SAHRC

A requester may also lodge a complaint with the Information Regulator (South Africa) at any time at www.inforegulator.org.za. The Information Regulator took over PAIA complaint functions from the SAHRC on 30 June 2021 and may investigate the matter and make recommendations or refer it to court.

10. Processing of Personal Information — POPIA

Metal Signs (Pty) Ltd processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA). As the Responsible Party, Metal Signs processes personal information of employees, customers, and suppliers only for lawful and legitimate purposes and with appropriate safeguards.

Data subjects whose personal information is processed by Metal Signs (Pty) Ltd have the following rights under POPIA:

- The right to be notified that personal information is being collected
- The right to access personal information held about them
- The right to request correction or deletion of inaccurate, irrelevant, or unlawfully obtained information
- The right to object to the processing of personal information
- The right to submit a complaint to the Information Regulator

Requests to exercise any of these rights must be submitted in writing to the Information Officer at the contact details set out in Section 4 of this manual. Please refer to this PAIA Manual for the applicable process.

Contact	Details
Organisation	Information Regulator (South Africa)
Physical Address	JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001

Telephone	010 023 5207
Email	inforeg@justice.gov.za
Website	www.inforegulator.org.za

11. Availability of This Manual

This manual is available:

- At the registered premises of Metal Signs (Pty) Ltd — Unit 20/21 Cowies Park, 3 Olivier Road, New Germany, 3610
- On the Metal Signs website at www.metalsigns.co.za
- On request from the Information Officer at nayan@metalsigns.co.za
- At the office of the South African Human Rights Commission

A copy of this manual is available to the Information Regulator (South Africa) on request, as required by PAIA. The Information Regulator took over PAIA enforcement functions from the SAHRC on 30 June 2021. This manual will be reviewed every three years or sooner following any material change in the company's structure, records, or applicable legislation.

12. Approval and Sign-Off

Role	Name & Signature	Date
Director / Information Officer	Nayan Shiba 	24/05/2026

Legislative reference: Promotion of Access to Information Act 2 of 2000; Protection of Personal Information Act 4 of 2013; Constitution of the Republic of South Africa, 1996 (Section 32); PAIA Regulations (Government Gazette No. 23119 of 15 February 2002 as amended)