PAIA MANUAL FOR:

Stiebel Eltron Southern Africa (Pty) Ltd (Registration Number: 2017/278216/07) (the "Company")

PREPARED AND COMPILED IN TERMS OF:

The Promotion of Access to Information Act, Act 2 of 2000, as amended (the "Act")

PREPARATION AND COMPILATION OF THIS PAIA MANUAL WAS DONE IN COMPLIANCE WITH SECTION 51 OF THE ACT

Date of compilation: 2020 | Date of revision: 30 September 2026

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1. INTRODUCTION

1.1 General

The Act aims to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights.

Section 51 of the Act specifically provides that the head of a "*private body*" must make a manual available which contains the information and details prescribed via sections 51(1)(a) through 51(1)(e) of the Act. In this context a "*private body*" is defined to include, amongst others, any former or existing juristic person (but excluding a "*public body*" as defined).

The Company qualifies under the definition of "*private body*", and as such this PAIA Manual was prepared and compiled in compliance with section 51 of the Act.

1.2 Right Of Access

Section 50(1) of the Act provides that any requester must be given access to any record of a "*private body*" if:

- that record is required for the exercise or protection of any rights;
- the requester complies with the procedural requirements of the Act relating to a request for access to that record; and
- access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of Part 3 of the Act.

Accordingly this PAIA Manual provides a reference to the records held by the Company and the process that needs to be adopted to access such records.

All requests for access to information (other than information which is available to the public) must be addressed to the information officer named in section 2 of this PAIA Manual.

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2. CONTACT DETAILS

2.1 Company

Name:	Stiebel Eltron Southern Africa (Pty) Ltd
Registration Number:	2017/278216/07
Postal Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Street Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Phone Number:	010 001 8547
Fax Number:	087 255 9288
Website:	WWW.STIEBEL-ELTRON.CO.ZA

2.2 Head of Company

Name and Surname:	Ingo Hamann
Position within Company:	Managing Director
Postal Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Street Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Phone Number:	010 001 8547
Fax Number:	087 255 9288
E-Mail:	INGO.HAMANN@STIEBEL-ELTRON.DE

2.3 Information Officer

Name and Surname:	Ingo Hamann
Position within Company:	Managing Director
Postal Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Street Address:	Unit 18, Innovation Worx Business Park, 44 Richards Dr, Halfway House, Midrand, 1685
Phone Number:	010 001 8547
Fax Number:	087 255 9288
E-Mail:	INGO.HAMANN@STIEBEL-ELTRON.DE

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3. GUIDE

The Information Regulator (South Africa) is required, in terms of section 10 of the Act (as amended by the PAIA Amendment Act 2019), to compile and make available in each official language a guide containing such information, in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The guide is available on the Information Regulator website at www.inforegulator.org.za and from the Company on request. Contact details: Information Regulator (South Africa), 33 Hoofd Street, Braamfontein / JD House, 10 27th Avenue, Parktown, Johannesburg; www.inforegulator.org.za.

Postal Address:	PAIA (Promotion of Access to Information), Information and Communications, Private Bag 2700, Houghton, 2041.
Street Address:	The South African Human Rights Commission Head Office, Braampark Forum 3, 33 Hoofd Street, Braamfontein.
Phone Number:	(011) 877 3628
E-Mail:	mnyuswa@sahrc.org.za
Website:	www.sahrc.org.za

Enquiries regarding the guide may be directed to the Information Regulator (South Africa). Enquiries regarding the aforementioned guide could also be directed to the Information Regulator.

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4. RECORDS OF THE COMPANY

The accessibility of the records listed below, may be subject to any ground for refusal contemplated in Chapter 4 of Part 3 of the Act.

The following is a list of records that are held at the Company's office. The Company's records are classified and grouped according to the following subjects and categories:

Administration:	Attendance Registers Memorandum of Incorporation Correspondence Constitutional/Founding Documents Licenses, Permits and other Authorisations Minutes of Management, Board, Shareholder, Employee and Staff Meetings Records Relating to the appointment of Directors / Auditors / Secretaries / Public Officers and other officers Securities Register Statutory Returns and Records Administrative Records Internal Policies and Procedures
Human Resources:	Conditions of Service Employee Records Employment Contracts Employment Equity Records General Correspondence Industrial and Labour Relations Records Information relating to Health and Safety Regulations and Incidents Pension and Provident Fund Records

	Performance Appraisals Personnel Guidelines, Policies and Procedures Remuneration Records and Policies Salary Surveys Skills Requirements Staff Requirement Policies Statutory Records Training Records
Operations:	Brochures on Company Information Client and Customer Registry Supplier Registry Company Generated Records Regarding Clients, Customers, Suppliers, Business and Operations Contracts Product Records General Correspondence Information Relating to Sales Information Relating to Development Operational Records Marketing and Future Strategies Statutory Records Internal Policies and Procedures
Finances:	Annual Financial Statements Banking Records Bank Statements Invoices Asset Registers Budgets and Projections Feasibility Studies

	Business Plans Financial Transactions General Correspondence Insurance Information Internal Audit/Review Information Management Accounts Purchase and Order Records Stock Records Tax Records and Returns (Company and Employee) Records of payments made to SARS Contracts Statutory Records Internal Policies and Procedures
Information Technology:	IT Policies, Manuals and Procedures Network Diagrams and Information User Manuals Statutory Records Internal Policies and Procedures
Statutory Records:	These include records held by the Company (if any) in terms of: Basic Conditions of Employment Act, Act 75 of 1997 Companies Act, Act 71 of 2008 Compensation for Occupational Injuries and Health Diseases Act, Act 130 of 1993 Consumer Protection Act, Act 68 of 2008 Electronic Communications and Transactions Act, Act 25 of 2002 Employment Equity Act, Act 55 of 1998 Financial Advisory and Intermediary Services Act, Act 37 of 2002

	Financial Intelligence Centre Act, Act 38 of 2001 Income Tax Act, Act 58 of 1962 Insolvency Act, Act 24 of 1936 Intellectual Property Laws Amendments Act, Act 38 of 1997 Interception and Monitoring Prohibition Act, Act 127 of 1992 Labour Relations Act, Act 66 of 1995 National Credit Act, Act 34 of 2005 Occupational Health and Safety Act, Act 85 of 1993 Protection of Businesses Act, Act 99 of 1978 Skills Development Act, Act 97 of 1998 Skills Development Levies Act, Act 9 of 1999 Unemployment Contributions Act, Act 4 of 2002 Unemployment Insurance Act, Act 63 of 2001 Value Added Tax Act, Act 89 of 1991 **The above is not an exhaustive list of statutes that may require the Company to keep records.**

5. INFORMATION REQUEST PROCEDURE

5.1 General

The Company's records may only be accessed by a requester once all of the prerequisite requirements for access have been met. This includes that:

- the requested record is required for the exercise or protection of any rights;
- the requester complies with the procedural requirements set out in the Act relating to a request for access to that requested record; and
- access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of Part 3 of the Act.

5.2 Request Form

A requester must use the prescribed form to make a request for access to a record of the Company. A request form is available from the Information Officer of the Company or at WWW.S

TIEBEL-ELTRON.CO.ZA. For avoidance of doubt a request for access to a record of the Company must:

- substantially correspond with Form 2 of Annexure A to the Promotion of Access to Information Regulations, 2021; and
- provide, indicate, specify, identify and/or state the disclosures/items required in section 53(2) of the Act. This includes that the request form must be completed with enough particularity to at least enable the Company's Information Officer (refer 2.3 above) to identify: i) The Company record or records requested; ii) The full names and identity number of the requester; iii) The form of access required, if the request is granted; iv) The postal address or fax number of the requester; v) The right the requester is seeking to exercise or protect and vi) An explanation of why the requested record is required for the exercise or protection of the relevant right.

5.3 Submission and Processing

The completed request form must be submitted to the Company's Information Officer identified in 2.3 above, at the postal or physical address, fax number or electronic mail address recorded in 2.3 above.

Processing of any request for information will be subject to payment of any and all mandatory fees as per 7 below.

If the request is made on behalf of another, the requester must submit proof of the capacity in which he is making the request, to the reasonable satisfaction of the Company's Information Officer (refer 2.3 above).

5.4 Decision and Reply

The successful completion and submission of a request form does not automatically allow or grant a requester access to the requested record.

The Company will, within 30 days of receipt of a request, decide whether to grant or decline the request and will give notice with reasons (if required) to that effect.

If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, he must state that manner and the necessary particulars, along with the relevant request form, in order to be so informed.

The 30 day period within which the Company has to decide whether to grant or refuse a request, may be extended for a further period of not more than 30 days if the request is for a large volume of records, or the request requires a search for information held at another office of the Company and the information cannot reasonably be obtained within the original 30 day period. The Information Officer will notify the requester in writing should an extension be or become relevant.

6. DENIAL OF ACCESS

6.1 Grounds

The Act provides a number of grounds on which a request for access to information could be refused. These grounds mainly protect the privacy of individuals and the confidential information of third parties.

Access to information could be refused in terms of Chapter 4 of Part 3 of the Act on the following grounds:

- Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that person;
- Mandatory protection of commercial information of third party, if the records contain: i) trade secrets of that third party; ii) financial, commercial, scientific or technical information, the disclosure of which could likely cause harm to the financial or commercial interests of that third party; iii) Information disclosed in confidence by a third party to the Company, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- Mandatory protection of confidential information of third parties if it is protected in terms of any agreement or legislation;
- Mandatory protection of the safety of individuals and the protection of property;
- Mandatory protection of records which would be regarded as privileged in legal proceedings;
- The commercial activities of the Company, which may include: i) Trade secrets of the Company; ii) financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Company; iii) information which, if disclosed, could put the Company at a disadvantage in negotiations or commercial competition; iv) a computer program which is owned by the Company and which is protected by copyright;
- The research information of the Company or a third party, if its disclosure would disclose the identity of the institution, the researcher or the subject matter of the research and would place the research at a serious disadvantage;
- Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

6.2 Remedies available when the Company denies a request for information

The Company does not have internal appeal procedures. Therefore, the decision made by the Information Officer is final. Requesters who are dissatisfied with a decision of the Information Officer will have to exercise external remedies at their disposal.

A requester or a third party, who is dissatisfied with an Information Officer's refusal to disclose information, or with the disclosed information, may within 30 days of notification of the decision, apply to the Constitutional Court, the High Court or another court of similar status for relief.

In addition, a requester who is dissatisfied with the handling of a request may, within 180 days, lodge a complaint with the Information Regulator in terms of section 77A of PAIA.

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7. FEES

7.1 General

The fees applicable are prescribed in terms of the Regulations to the Act. There are two types of fees payable in terms of the Act, namely Request Fees and Access Fees.

The Company's Information Officer (refer 2.3 above) will withhold a record until the requester has paid the fees as indicated.

7.2 Request Fees

The non-refundable request fee is payable upon submission of any request for access to any record. This does not apply if the request is for personal records of the requester (no fee is payable in such circumstances).

The applicable request fee amounts to R140.00 (incl. VAT).

7.3 Access Fees

An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specifically excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).

If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the Regulations to the Act for this purpose, the Company's Information Officer (refer 2.3) will notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted. If a deposit has been paid in respect of a request for access, which is refused, then the Company's Information Officer (refer 2.3) will repay the deposit to the requester.

The applicable access fees which will be payable are (incl. VAT):

7.4	For every photocopy of an A4-size page or part thereof	R 2,00

7.5	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R 2,00
7.6	For a copy in a computer-readable form on: Flash drive or Compact disc (supplied by requester)	R 40,00
7.7	For a copy in a computer-readable form on: Flash drive or Compact disc (provided by the Company)	R 60,00
7.8	A transcription of visual images for an A4-size page or part thereof	R 24,00
7.9	A transcription of an audio record, for an A4-size page or part thereof	R 24,00
7.10	To search for and prepare the record for disclosure (per hour or part of an hour reasonably required, first hour free)	R 145,00
7.11	Search and preparation capped at a maximum of	R 435,00
7.12	**Where a copy of a record needs to be posted the actual postal fee is payable**	

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8. MANUAL AVAILABILITY

This PAIA Manual is available at:

- The offices of the South African Human Rights Commission
- WWW.STIEBEL-ELTRON.CO.ZA; and
- The Company's head office as set out in 2.1 above.

In respect of hard copies, any transmission costs or postage will be for the account of the requester.

9. SIGNATURE AND ENDORSEMENT BY THE HEAD OF COMPANY AS PER 2.2 ABOVE:

SIGNATURE: A Hamann

DATE: 2026-10-02