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MANUAL

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO INFORMATION ACT (NO. 2 OF 2000)

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INDEX

CREO MANUFACTURING PROVIDENT FUND (the "Fund")

MANUAL REQUIRED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT No 2 OF 2000 (the "Act")

The Creo Manufacturing Provident Fund is a "pension fund" as defined in the Pension Funds Act No. 24 of 1956 (the "PF Act"). It is a private body as defined by the Act.

A. CONTACT DETAILS

1 Head of the Fund: Principal Officer – Ms Toni Acton
2. The Financial Services Board PF Number of the Fund is: 12/8/37471
3. The registered address of the Fund is: 25 West Street, Houghton, 2198
4. The postal address of the Fund is: 25 West Street, Houghton, 2198
5. The contact telephone number for the Fund is: 011 242 2900
6. The contact facsimile number for the Fund is: 011 712 3607
7. The e-mail address of the Head of the Fund is: toni.acton@creo.com

B. SOUTH AFRICAN HUMAN RIGHTS COMMISSION GUIDE

In terms of section 10 of the Act, the Human Rights Commission is required to compile, in each official language, a guide to the Act to assist people to exercise their rights under the Act. This guide will probably become available in August 2003. The Human Rights Commission may be contacted at:

Address:---------------Private Bag 2700 Houghton 2041,
Telephone:------------(011) 484 8300
Facsimile:--------------(011) 484 0582
Website:---------------http://www.sahrc.org.za.

C. FUND RECORDS AVAILABLE IN TERMS OF THE PF ACT

1. The following records of the Fund are available on demand by a member of the Fund:

   1.1. the registered rules of the Fund (including amendments);

   1.2. the last revenue account and the last balance sheet prepared in terms of section 15(1) of the PF Act.

   The fee for such access will be determined by the trustees of the Fund from time to time.

2. The following records are available for inspection at the registered address of the Fund (see A3 above) at no charge:

   2.1. the documents referred to in C(1) above;

   2.2. the last report (if any) by a valuator prepared in terms of section 16 of the PF Act;

   2.3. the last statement (if any) and report thereon prepared in terms of section 17 of the PF Act;

   2.4. any scheme which is being carried out by the Fund in accordance with the provisions of section 18 of the PF Act.

3. **Note** - in terms of section 22 of the PF Act, any person (upon payment of prescribed fees) may inspect at the office of the Registrar of Pension Funds any record referred to in (C1) and (C2) above and make a copy thereof or take extracts therefrom, or obtain from the Registrar of Pension Funds a copy thereof or extract therefrom. The Registrar of Pension Funds may be contacted at:

   Address:-------------------446 Rigel Avenue Pretoria
   Telephone:-----------------(012) 428 8000
   Facsimile:------------------(012) 347 0221
   Website:-------------------http://www.fsb.co.za.

D. INFORMATION TO FACILITATE A REQUEST FOR ACCESS TO FUND RECORDS

- The request must be made to the person specified in A1 above and at the contact details specified in A above.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the Fund is a separate legal entity from the employer(s) that participate in the Fund as well as from the Fund's administrators. auditors, consultants, actuaries and other advisors/service providers.
- The requester must provide sufficient detail on the request form to enable the head of the Fund to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the Fund.
- The head of the Fund must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The head of the Fund will then make a decision whether to grant the request or not and notify the requestor in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

E. AVAILABILITY OF THE MANUAL

The Fund's manual is available for inspection free of charge at the registered address of the Fund (see A3 above). Furthermore, a copy is available from the Human Rights Commission (see contact details in B above).

F. DESCRIPTION OF RECORDS HELD BY THE FUND

Claims (Withdrawals, Retirements, Deaths & Disabilities)

- Claim Notification Forms;
- Calculations (where available), or computerised statement of claim value;
- Tax Application (where applicable);
- Tax Directive (where applicable);
- IT 88 notifications;
- Tax Certificate (Duplicate - where applicable);
- Client/broker payment instruction (where applicable);
- Section 37D deduction instruction (where applicable);
- Copy of any other court order against benefits;
- Payment letter;
- Copy of cheque (or cheque/EFT payment reference);
- Trustees' Resolution - Disposal of benefit (deaths only);
- Insurance received - statement by insurer (deaths only);
- Copy of death certificate;
- Statement by Employer (disability only);
- Statement by Employee (disability only);
- Acceptance/Declination Letter (disability only).

Member Data

- New entrant data;
- Contribution records;
- Member Investment Choice investment option forms (where applicable);
- Installation and Acquisition data;
- Statement of member Fund value;
- Additional benefit/surplus/demutualisation calculations;
- Member Investment Choice investment switch forms (where applicable);
- Flexible benefit member option forms (where applicable);

Section 14 Transfers/Liquidations

- Calculations;
- Option forms (where applicable);
- Tax application forms (where applicable);
- Tax directives (where applicable);
- Tax certificates (duplicate - where applicable);
- Payment letter **(liquidations only);**
- Copy of Section 14 application lodged (transferor fund);
- Copy of Section 14(1)(e) certificate (transferee and transferor funds).

Direct Housing Loans: (i.e. excluding situations where the Fund has merely stood as guarantor for the loan

- Application form;
- Contribution records;
- Finalised/settled claims record/calculation;
- Partial settlement as a result of default - claim forms and approval for this payment.

Accounting records

- Cashbooks and reconciliations to bank;
- General Ledgers;
- Trial Balances;
- Annual financial statements;
- Audit files with working papers;
- Bank statements of Fund bank accounts;
- EFT files (ACB whilst still applied);
- Deposit slips (where applicable).

Miscellaneous

- Copies of signed rules and amendments;
- Minute books;
- Trustees registers;
- Original or copies of all policy documents relating to Group Life Assurance, Permanent Disability Insurance, Trauma Insurance, Stated Benefits, Travel Funeral, Fidelity insurance, etc (where the Fund has such a benefit);
- Documentation relating to the review of insurances on an annual basis as well as the quotations obtained from insurers to a rebroke exercise;
- Agendas for all meetings to be held (if applicable secretarial services are performed);
- Investment manager mandates or policies of insurance depending on the nature of the investment;
- Copies of statements detailing the asset values for the Fund;
- Copies of communication sent to members of the Fund in respect of specific events e.g. Trustees' reports, Member level Investment Choice, changes to death benefit structure, changes to Fund structure, etc;
- Copy of service agreement between Fund and Administrator;
- Correspondence to the trustees in respect of Fund matters;
- Correspondence to members/pensioners, where applicable;
- Fund statutory valuation reports;
- Confirmation as to appointment of Principal Officer and Actuary of Fund;
- Copies of Pension Fund Adjudicator complaints lodged;
- Certain communication with South African Revenue Service and the Financial Services Board.

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