

PROMOTION OF ACCESS TO INFORMATION ACT SECTION 51 MANUAL

EFFICIENT GROUP LTD

Comprising

Efficient Select (Pty) Ltd
Efficient Financial Services (Pty) Ltd
Boutique Collective Investments (Pty) Ltd
Efficient Capital (Pty) Ltd
Efficient Asset Finance (Pty) Ltd
Efficient International Investments (Pty) Ltd
Boutique Investment Partners (Pty) Ltd

and which are referred to both individually and collectively as "EFFICIENT GROUP"

Introduction

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). It is intended to foster a culture of transparency and accountability by giving effect to the right to information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect their rights.

The Act gives effect to the provisions of Section 32 of the Constitution of the Republic of South Africa, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

Section 9 of the Act however recognises that such right to access to information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to:

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality;
- Effective, efficient and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the Bill of Rights in the Constitution.

This manual applies in respect of each subsidiary of Efficient Group as set out in this manual, as well as any future subsidiaries of Efficient Group. The Information Officer named below is accordingly appointed in respect of Efficient Group and each of the private bodies constituting Efficient Group.



1 EFFICIENT GROUP OVERVIEW

Efficient Group Ltd, a public company duly incorporated in the Republic of South Africa, with registration number 2006/036947/06, is a diversified financial services business, specializing, through its various subsidiaries, in asset management-, financial planning- and asset administration services.

Efficient Group supports the constitutional right of access to information and we are committed to provide you with access to our records in accordance with the provisions of the Act, the confidentiality we owe to third parties and the principles of South African law.

2 AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.efgroup.co.za) or by sending a request for a copy to the Information Officer by email. The Manual may also be obtained from our head office or from the South African Human Rights Commission ("SAHRC") at the addresses set out below. This Manual will be updated from time to time, as and when required.

3 HOW TO REQUEST ACCESS TO RECORDS HELD BY EFFICIENT GROUP

Requests for access to records held by Efficient Group must be made on the request form that is available from our website and office, from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (http://www.justice.gov.za/forms/paia/J752_paia_Form%20C.pdf). Not using this form could cause your request to be refused (if you do not provide sufficient information or otherwise) or delayed.

A request fee may be payable (the schedule of fees is attached hereto). You can submit a request without paying the request fee but please note that payment of the prescribed fees must be made before the request will be processed.

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

Where you know which company in Efficient Group holds the record/s you are requesting, please indicate this fact. Where you are unsure which company holds the record/s please provide as much detail as possible about the record to facilitate our search and to avoid any possible delays.

Kindly note that all requests to Efficient Group will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Efficient Group does not give rise to any rights (in contract or otherwise) to access such information or records except in terms of the Act.



4 CONTACT DETAILS

Name of Private Body	Efficient Group Ltd and Subsidiaries
Designated Information Officer	Mr Heiko Weidhase
Email address of Information Officer	info@efgroup.co.za
Postal address	81 Dely Road, Hazelwood, Pretoria, 0081
Street address	81 Dely Road, Hazelwood, Pretoria, 0081
Phone number	012 460 9580
Fax number	012 346 6135

5 HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

A Guide has been compiled in terms of Section 10 of PAIA by the Human Rights Commission. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in all of the official languages. Any enquiries regarding this guide should be directed to:

The South African Human Rights Commission:
PAIA Unit (The Research and Documentation Department)
Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-1360
Website: www.sahrc.org.za
E-mail: paia@sahrc.org.za

6 VOLUNTARY DISCLOSURE

At this stage no notice has been published in terms of section 52(2) on the categories of records that are automatically available without a person having to request access in terms of PAIA

7 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information may be available in terms of the following legislation, to the persons or entities specified in such legislation:

Companies Act 71 of 2008
Income Tax Act 58 of 1962
Value Added Tax Act 89 of 1991
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999



Unemployment Insurance Act 63 of 2001
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Electronic Communications and Transactions Act 25 of 2002. Financial Intelligence Centre Act 38 of 2001
Prevention of Organised Crime Act 121 of 1998
Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004
Financial Advisory and Intermediary Services Act 37 of 2002
Collective Investment Schemes Control Act 45 of 2002
Administration of Estates Act 66 of 1965
Competition Act 89 of 1998
Constitution of SA Act No.108 of 1996

8 RECORDS HELD BY EFFICIENT GROUP

Efficient Group maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

In addition, please note that each company within Efficient Group does not hold records in respect of every category and subject matter listed here. If you are uncertain which entity holds the relevant record, please provide the Information Officer with as much detail as possible to minimise delays.

8.1 Internal records

The following are records pertaining to Efficient Group's own affairs and those of its divisions, subsidiary and associated companies:

- Memorandum and Articles of Association
- Financial records
- Operational records
- Licences
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of Efficient Group.

8.2 Personnel records

Personnel refers to any person who works for or provides services to, or on behalf of, Efficient Group and who receives, or is entitled to receive, any remuneration, as well as any other person who assists in carrying out or conducting the business of Efficient Group. This includes, without limitation, directors, executive directors, non-executive directors, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to Efficient Group by their personnel;
- Any records a third party has provided to Efficient Group about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.



8.3 Customer records

Please note that Efficient Group is committed to protect any confidential information relating to its customers. Please therefore take care in motivating any request for customer information, having regard to Sections 63 to 67 of the Act.

Customer information includes the following:

- Any records a customer has provided to Efficient Group or a third party acting for or on behalf of Efficient Group;
- Contractual information;
- Customer needs assessments;
- Personal records of customers;
- Credit information and other research conducted in respect of customers;
- Any records a third party has provided to Efficient Group about customers;
- Confidential, privileged, contractual and quasi-legal records of customers;
- Customer evaluation records;
- Customer profiling;
- Performance research conducted on behalf of customers or about customers; and
- Records generated by or within Efficient Group pertaining to customers, including transactional records.

8.4 Other Parties

Records are kept in respect of other parties, including without limitation contractors, suppliers, joint ventures, service providers and general market conditions. In addition, such other parties may possess records, which can be said to belong to Efficient Group. The following records fall under this category:

- Personnel, customer or Efficient Group records which are held by another party as opposed to being held by Efficient Group; and
- Records held by Efficient Group pertaining to other parties, including financial records, correspondence, contractual records, electronic mail, logs, cached information, records provided by the other party, and records third parties have provided about the contractors/suppliers or customer.

8.5 Other Records

- Further records are held including:-
- Information relating to Efficient Group's own commercial activities;
- Research carried out on behalf of a client by Efficient Group or commissioned from a third party for a customer;
- Research information belonging to Efficient Group, whether carried out itself or commissioned from a third party.