PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

A copy of the manual is available for inspection at Imperial Holdings Head Office and is available on the company website at www.imperial.co.za

December 2011
INTRODUCTION

The Promotion of Access to Information Act, 2 of 2000 ("the Act") was enacted on 3 February 2000. The purpose of this legislation is to address Section 32(2) of the Constitution, which provides that any person has a right to gain access to any information held by a public or private body. If the record is requested from a private body the requester needs to prove that the record is required for the exercise or protection of a right.

One of the main requirements specified in the Act is the compilation of a manual that provides information on both the categories of records held by the public or private body. In terms of the Act a private body includes any former or existing juristic person. Therefore Imperial Holdings Limited is regarded as a "private body" and both the manual and requirements regarding access must be in compliance with the provisions of the Act relevant to private bodies.

This document serves as the Imperial Holdings Limited (hereinafter referred to as "Imperial" or "the Group") and its subsidiaries' manual in terms of the Act to provide a reference as to the records held and the process that needs to be followed to request access to such records.

COMPANY OVERVIEW

Imperial was established in 1946 as a single service station in Johannesburg. It has since grown into a large diversified, yet focused group. The Group is involved in the wider transportation and mobility markets in Southern Africa, Europe, the United Kingdom and Australia. The Group’s activities in these markets encompass distribution of vehicles, parts, industrial equipment and aircraft, over 200 new and used vehicle dealerships, transport, warehousing, specialised freight, supply chain solutions including multi-modal networks covering inland waterway, rail and road and ship chartering, car rental, tourism and insurance.
SCOPE OF THE MANUAL

The scope of this manual excludes Imperial operations outside the borders of the Republic of South Africa and serves to provide a reference regarding the records held by the following South African operating divisions of the Group:

- Imperial Head Office
- Logistics
- Car rental and tourism
- Distributorships
- Automotive retail
- Financial services

ADMINISTRATION OF THE ACT

To enable ease of access of information, the manual has been compiled in keeping with the operational structure of the Group, with the relevant subsidiaries or legal entities listed under each operational division. The Chief Executive Officer (CEO) of the Group has duly authorised the contact person as detailed per division below to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner.

GUIDE FOR REQUEST ON HOW TO USE THE ACT

The South African Human Rights Commission (SAHRC) has compiled a guide to facilitate ease of use of the Act for requester. The guide is available from the SAHRC. Please direct any queries to:
AUTOMATIC AVAILABILITY OF CERTAIN RECORDS

Records lodged in terms of Government requirements with various statutory bodies, including the Registrar of Companies.

RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

Records are available in accordance with the following legislation:

- Atmospheric Pollution Prevention Act No. 45 of 1965;
- Aviation Act No. 74 of 1962;
- Basic Conditions of Employment Act No. 75 of 1997;
- Companies Act No. 61 of 1973;
- Companies Act No. 71 of 2008;
- Compensation of Occupational Injuries and Health Diseases Act No.130 of 1993;
- Consumer Affairs Act No. 71 of 1988;
- Consumer Protection No. Act 68 of 2008;
- Copyright Act No. 98 of 1978;
- Credit Agreements Act No. 75 of 1980;
- Currency and Exchanges Act No. 9 of 1933;
- Customs and Excise Act No. 91 of 1964;
- Employment Equity Act No. 55 of 1998;
- Engineering Profession Act No. 46 of 2000
- Financial Advisory and Intermediary Services Act No. 37 of 2002;
- Financial Intelligence Centre Act No. 38 of 2001
- Financial Markets Control Act No. 55 of 1989;
- Harmful Business Practices Act No. 23 of 1999;
- Hazardous Substances Act No. 15 of 1973;
- Health Act No. 63 of 1977;
- Income Tax Act No. 58 of 1962;
- Insolvency Act No. 24 of 1936;
- Insurance Act No. 27 of 1943;
- Intellectual Property Laws Amendments Act No. 38 of 1997;
- Labour Relations Act No 66 of 1995;
- Land Survey Act 8 of 1997;
- Long Term Insurance Act No. 52 of 1998;
- Medical Schemes Act No. 131 of 1998;
- Mutual Banks Act No.124 of 1993;
- National Credit Act No. 34 of 2005;
- National Health Act No. 61 of 2003;
- National Payment Systems Act No. 78 of 1998;
- Occupational Health and Safety Act No.85 of 1993;
- Pension Fund Act No. 24 of 1956;
- Prescription Act No. 68 of 1969;
- Professional Engineers Act No. 81 of 1968;
- Protection of Businesses Act No. 99 of 1978;
- Regional Services Councils Act No. 109 of 1985;
- Road Transportation Act No. 74 of 1977;
- Second Hand Goods Act No. 23 of 1955;
- Short Term Insurance Act No. 53 of 1998;
- Skills Development Levies Act No. 9 of 1999;
- Skills Development Act No. 97 of 1998;
- Stamp Duties Act No. 77 of 1988;
- Stock Exchange Control Act No. 1 of 1985;
- Trade Marks Act No. 194 of 1993;
- Unemployment Contributions Act No. 4 of 2002;
- Unemployment Insurance Act No. 30 of 1968;
- Usury Act No. 73 of 1968;
RECORD SUBJECT AND CATEGORIES – IMPERIAL HOLDINGS HEAD OFFICE

The Imperial Holdings Head Office maintains financial and management accounts, provides tax advice on all aspects of taxation and performs company secretarial services for the Group. The main categories of records maintained by Imperial Holdings Head Office are as follows:

- Statutory Records
- Administrative Records
- Transactional Documents
- Departmental Administration Records
- Quoted Company Records
- Tax Records
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- Patents & Trademarks
- Insurance Records
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records

Contact person: Hafiz Mahomed
Postal address: P.O. Box 3013, Edenvale, 1610
Physical address: Jeppe Quondam, 79 Boeing Road East, Bedfordview
Phone Number: +27 (11) 372 6500
Fax Number: +27 (11) 372 6550
RECORD SUBJECT AND CATEGORIES – LOGISTICS DIVISION


The Logistics Division records comprise the following main categories:

- Statutory Records
- Administrative Records
- Government Records
- Research Records
- Transactional Documents
- Technical Records
- Departmental Administration Records
- Technical Publications
- Tax Records
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- General SHE Records
- Patents & Trademarks
- Insurance Records
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records

Contact person: Farouk Seedat
Postal address: P O Box 75143, Gardenview, Germiston, 2047
Physical address: 10 Refinery Road, Goldfields Place, Driefontein, Germiston, 1401
Phone Number: +27 (11) 621 5507
Fax Number: +27 (11) 673 1674
RECORD SUBJECT AND CATEGORIES – CAR RENTAL AND TOURISM DIVISION


The Car Rental and Tourism Division records comprise the following main categories:

- Statutory Records
- Administrative Records
- Government Records
- Research Records
- Transactional Documents
- Technical Records
- Departmental Administration Records
- Technical Publications
- Quoted Company Records
- Tax Records
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- General SHE Records
- Trademarks
- Insurance Records
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records

Contact person: Nico Bell
Postal address: P O Box 2217, Edenvale, 1610
Physical address: 5 Boeing Road East, Elma Park
Phone Number: +27 (11) 458 7671
Fax Number: +27 (11) 458 7682
RECORD SUBJECT AND CATEGORIES – DISTRIBUTORSHIPS DIVISION

The Distributorships Division comprises Associated Motor Holdings (Pty) Ltd which includes Alert Engine Parts, Bentley South Africa, Bid4Cars, Car Find, Chery, Dash Plant and Tool Hire, Engineparts Turbochargers, E-Z-Go, Forklift and Warehousing Equipment South Africa Goscor Arc Welding Solutions, Goscor Cleaning Equipment, Goscor Compressed Air Systems, Goscor Lift Trucks, Goscor Power Products, Goscor Rental Company, Handymanfind, HR Solutions for Tomorrow, Hyundai South Africa, Italmoto, Kia South Africa, Kawasaki South Africa, Mean Machine Pretoria, Midas, Mitsubishi South Africa, National Airways Corporation, Pearl Automotive, SsangYong South Africa and TurboExchange. The Distributorships Division records comprise the following main categories:

- Statutory Records
- Administrative Records
- Government Records
- Research Records
- Transactional Documents
- Technical Records
- Departmental Administration Records
- Technical Publications
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- General SHE Records
- Trademarks
- Insurance Records
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records

Distributorships general

Contact person: Harvey Adler
Postal address: P O Box 1719, Edenvale, 1610
Physical address: 138 Van Riebeeck Avenue, Edenvale, 1611
Phone Number: +27 (11) 398 9107
Fax Number: +27 (11) 452 6179

National Airways Corporation

Contact person: Hennie Smit
Postal address: P O Box 293, Lanseria, 1748
Physical address: Hangar 104C, Gate 16, Lanseria Airport
Phone Number: +27 (11) 267 5553
Fax Number: +27 (11) 267 5054
Alert Engine Parts, Engineparts Turbochargers, Midas, Turbo Exchange

<table>
<thead>
<tr>
<th>Contact person</th>
<th>Daan van der Linde</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal address</td>
<td>P O Box 2217, Edenvale, 1610</td>
</tr>
<tr>
<td>Physical address</td>
<td>5 Boeing Road East, Elma Park</td>
</tr>
<tr>
<td>Phone Number</td>
<td>+27 (11) 458 7671</td>
</tr>
<tr>
<td>Fax Number</td>
<td>+27 (11) 458 7882</td>
</tr>
</tbody>
</table>
RECORD SUBJECT AND CATEGORIES – AUTOMOTIVE RETAIL DIVISION

The Automotive Retail Division consists of Auto Niche, Beekmans Canopies, BMW Division, Cargo Motors, Imperial Audi, Imperial Commercials South Africa, Imperial Honda, Imperial Nissan, Imperial Toyota, Jurgens CI, Lindsay Saker, Magnis Trucks, MAN Truck and Bus, Mercurius, Premier Motor Holdings, Porter Motor Group, Schus Nissan, Sovereign Motors, UD Trucks and Vaal Ridge Auto.

The Automotive Division records comprise the following main categories:

- Statutory Records
- Administrative Records
- Government Records
- Research Records
- Transactional Documents
- Technical Records
- Departmental Administration Records
- Technical Publications
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- General SHE Records
- Trademarks
- Insurance Records
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records

Contact person: Bradley Salters
Postal address: P O Box 3013, Edenvale, 1610
Physical address: Jeppe Quondam, 79 Boeing Road East, Bedfordview
Phone Number: +27 (11) 372 6592
Fax Number: +27 (11) 553 8729
RECORD SUBJECT AND CATEGORIES – FINANCIAL SERVICES DIVISION

The Financial Services Division comprises Cedar Employee Benefits, Liquid Capital, Regent Insurance, Regent Life Assurance and SA Warranties. The Financial Services Division records comprise the following main categories:

- Statutory Records
- Administrative Records
- Research Records
- Transactional Documents
- Long-term Insurance Actuarial Records
- Departmental Administration Records
- Tax Records
- VAT Records
- Agreements
- General Correspondence
- Employee Records
- General HR Policies and Procedures
- Training Records
- Pension Records
- Employee Benefit Records
- Labour Relations Records
- Employment Equity Records
- Employee Contracts
- Employee Performance Records
- General SHE Records
- Trademarks
- Long-term Insurance Documentation and Returns
- Building and Property Records
- General Administration Records
- Working Papers
- Investment Records
- Management Reports
- Share Register Records
- Accounting Records
- Minutes of Meetings
- Operational Records
- Financial Services Board Records and Correspondence
- Registrar of Insurance Correspondence
- Life Offices Association Records and Correspondence
- System Records
- Long-term Insurance Products Related Records
- Certificates
- Reinsurance Treaties
- Broker Suretyships

Contact person: Peter Hibbit
Postal address: P O Box 674, Edenvale, 1610
Physical address: 146 Boeing Road East, Elma Park, Edenvale, 1609
Phone Number: +27 (11) 879 2645
Fax Number: +27 (11) 579 3512

Liquid Capital

Contact person: David Smith
Postal address: P O Box 851, Edenvale, 1610
Physical address: 140 Boeing Road East, Elma Park, Edenvale, 1609
Phone Number: +27 (11) 663 7000
Fax Number: +27 (11) 579 3512
ACCESS REQUEST PROCEDURE

The purpose of this Section 51(1)(e) of the Act is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by the Group.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of a request from does not automatically allow the requester access to the requested record.

Note:

*If it is reasonably suspected that the requester has obtained access to the Group’s records through the submission of materially false or misleading information, legal action may be instituted against such requester.*

Completion of Access Request Form

In order for the Group to respond to a request in a timely manner the Access Request Form should be completed, taking due cognisance of the following Instructions on Completion of Forms:

1. The Access Request Form must be completed in the English language.
2. Type or print in BLOCK LETTERS an answer to every question.
3. If a question does not apply, state "N/A" in response to that question.
4. If there is nothing to disclose in reply to a particular question state "NIL" in response to that question.
5. If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional folio.
6. When the use of an additional folio is required, precede each answer thereon with the title applicable to that question.

Submission of Access Request Form

The completed Access Request Form must be submitted either via conventional mail, e-mail or fax and must be addressed to the contact person indicated in this document for the particular areas of business noted above.

An initial, **non-refundable R57.00 request fee** is payable on submission. **This fee is not applicable to personal requesters, referring to any person seeking access to records that contain their personal information.**

Payment of Fees

Payment details can be obtained from the contact person as indicated in this document and payment can be made by either direct deposit or by bank guarantee cheque (no credit card payments are accepted). **Proof of payment must be supplied.**

Note:

*If the request for access is successful an access fee will be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees. The access fee must be paid prior to access being given to the requested record.*

Notification

Requesters will be evaluated and the requester notified, within 30 days of receipt of the completed Access Request Form. Notification may include:
Notification of Extension Period (if required)

The requesters may be notified whether an extension period is required for the processing of their requests including:

i. The required extension period, which will not exceed an additional 30 days;
ii. Adequate reasons for the extension; and
iii. Notice that the requester may lodge an application with a court against the payment of the deposit and the procedure including the period, for lodging the application.

Payment of Deposit (if applicable)

The requester may be notified whether a deposit is required. A deposit will be required depending on certain factors such as the volume and/or format of the information requested and the time required for search and preparation of the record(s). The notice will state:

i. The amount of the deposit payable (if applicable); and
ii. That the requester may lodge an application with a court against the payment of the deposit and the procedures including the period, for lodging the application.

Please note:
In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

Decision on Request

If no extension period or deposit is required the requesters will be notified within 30 days of the decision on their requests.

If the request for access to a record is successful the requester will be notified of the following:

i. The amount of the access fee payable upon gaining access to the record (if any);
ii. An indication of the form in which the access will be granted;
iii. Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure including the period for lodging the application.

If the request for access to a record is not successful the requester will be notified of the following:

i. Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal below); and
ii. That the requester may lodge an application with a court against the refusal of the request and the procedure including the period, for lodging the application.

Third Party Information

If access is requested to a record that contains information about a third party, the Group is obliged to attempt to contact this third party to inform them of the request. This enables the third party the opportunity of responding by either consenting access or by providing reasons why the access should be denied.

In the event of the third party furnishing reasons for the support or denial of access, our designated contact person will consider these reasons in determining whether access should be granted, or not.

Grounds for Refusal

The Group may legitimately refuse to grant access to a requested record that falls within a certain category. Grounds on which the Group may refuse access include:

i. Protecting personal information that the Group hold about a third person (who is a natural person) including a deceased person, from unreasonable disclosure;
ii. Protecting commercial information that the group holds about a third party or the Group (for example trade secret: financial, commercial, scientific or technical information that may harm the commercial or financial interests of the organization or the third party);

iii. If disclosure of the record would result in a breach of a duty of confidence owed to a third party in terms of an agreement;

iv. If disclosure of the record would endanger the life or physical safety of an individual;

v. If disclosure of the record would prejudice or impair the security of property or means of transport;

vi. If disclosure of the record would prejudice or impair the protection of a person in accordance with a witness protection scheme;

vii. If disclosure of the record would prejudice or impair the protection of the safety of the public;

viii. The record is privileged from production in legal proceedings, unless the legal privilege has been waived;

ix. Disclosure of the record (containing trade secrets, financial, commercial, scientific, or technical information) would harm the commercial or financial interests of the Group;

x. Disclosure of the record would put the Group at a disadvantage in contractual or other negotiations or prejudice it in commercial competition;

xi. The record is a computer programme; and

xii. The record contains information about research being carried out or about to be carried out on behalf of a third party or the Group.

*Records that cannot be found or do not exist*

If the Group has searched for a record and it is believed that the record does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.
Imperial Holdings Head Office
Access Request Form

<table>
<thead>
<tr>
<th>FOR OFFICE USE ONLY</th>
<th>Reference Number:</th>
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</thead>
<tbody>
<tr>
<td>Received By:</td>
<td></td>
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</table>

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

A. Particulars of Imperial
Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

Contact Person: Hafiz Mahomed
Postal address: P.O. Box 3013, Edenvale, 1610
Physical Address Jeppe Quondam, 79 Boeing Road East, Bedfordview
Phone Number: +27 (11) 372 6500
Fax Number: +27 (11) 372 6550

B. Particulars of Person requesting access to the record/s
(a) The particulars of the person who requests access to the records must be provided in the space provided below.
(b) Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.
(c) Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.

Full Name and Surname:
Identity Numbers:
Postal Address:

________________________________________ Postal Code:

Telephone Number:
Fax Number:
E-mail Address:

Capacity in which request is made, when made on behalf of another person:
C. Particulars of person on whose behalf request is made:

This section must only be completed if a request for information is made on behalf of another person.

Full names and Surname: ____________________________________________________________

Identity Number: ________________________________________________________________

D. Particulars of Record/s required:

(a) Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexe.

1. Description of the Record or relevant part of the record:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

2. Reference number, if available:

__________________________________________________________________________

3. Any further particulars of the record/s required:

__________________________________________________________________________

E. Fees

(a) A request for access to a record, other than a record containing personal information about the requester will be processed only after a non-refundable request fee of R57. 00 has been paid.

(b) The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare the record.

(c) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

Reason for exemption of payment of the fee/s: ____________________________________________

F. Form of Access to Record

Form in which record is required

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

☐ Copy of Record* ☐ Inspection of Record

INITIAL
2. If record consists of visual images:
   (this includes photographs, slides, video recordings, computer generated images, sketches, etc)
   [ ] View the images [ ] Copy of the Images* [ ] Transcription of the Images*

3. If the record consists of recorded information that can be reproduced in sound:
   [ ] Listen to the soundtrack (audio cassette) [ ] Transcription of soundtrack* (written or printed document)

4. If the record is held on computer in an electronic or machine-readable form:
   [ ] Printed copy of record* [ ] Printed Copy of information derived from the record* [ ] Copy in computer readable form* (slippery or compact disc)

If you requested a copy or transcription of a record (above), do not wish the copy or transcription to be posted to you? Postage is payable [ ] Yes [ ] No

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability: ___________________________ Form in which record is required: ___________________________
________________________________________

G. Particulars of right to be exercised or protected:
   *If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

1. Indicate which right is to be exercised or protected:
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________

2. Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
   ___________________________________________________________
H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

____________________________________________________________________________________

____________________________________________________________________________________

Signed at ______________________ on this the _____ day of ___________________________ 20____

__________________________________________

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE
(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Logistics Division)

Access Request Form

<table>
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Received By: 

(Regulation 10)

A. **Particulars of Imperial**

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

- **Contact person:** Farouk Seedat
- **Postal address:** P O Box 75143, Gardenview, Germiston 2047
- **Physical address:** 10 Refinery Road, Goldfields Place, Driehoek, Germiston, 1401
- **Phone Number:** +27 (11) 821 5507
- **Fax Number:** +27 (11)

B. **Particulars of Person requesting access to the record/s**

(a) The particulars of the person who requests access to the records must be provided in the space provided below.

(b) Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.

(c) Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.

Full Name and Surname:

Identity Numbers: 

Postal Address: 

Postal Code: 

Telephone Number:  

Fax Number:  

E-mail Address: 

Capacity in which request is made, when made on behalf of another person:
C. Particulars of person on whose behalf request is made:

This section must only be completed if a request for information is made on behalf of another person.

Full names and Surname: ____________________________________________________________

Identity Number: ________________________________________________________________

D. Particulars of Record/s required:

(a) Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexure.

Description of the Record or relevant part of the record:
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

Reference number, if available:
__________________________________________________________________________

Any further particulars of the record/s required:
__________________________________________________________________________

E. Fees

(a) A request for access to a record, other than a record containing personal information about the requester will be processed only after a non-refundable request fee of R57.00 has been paid.

(b) The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare the record.

(c) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

Reason for exemption of payment of the fee/s:
__________________________________________________________________________

F. Form of Access to Record

Form in which record is required

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

☐ Copy of Record* ☐ Inspection of Record

20

[Initial]
2. **If record consists of visual images:**
   (This includes photographs, slides, video recordings, computer generated images, sketches, etc)

   - View the images
   - Copy of the Images*
   - Transcription of the Images*

3. **If the record consists of recorded information that can be reproduced in sound:**

   - Listen to the soundtrack (audio)
   - Transcription of soundtrack* (written or printed document)

4. **If the record is held on computer in an electronic or machine-readable form:**

   - Printed copy of record*
   - Printed Copy of information derived from the record*
   - Copy in computer readable form* (stiffly or compact disc)

<table>
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<tr>
<th>If you requested a copy or transcription of a record (above), do not wish the copy or transcription to be posted to you? Postage is payable</th>
<th>Yes</th>
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</thead>
</table>

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

**Disability:** ____________________________

**Form in which record is required:** ________________

**G. Particulars of right to be exercised or protected:**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

1. **Indicate which right is to be exercised or protected:**

   - ____________________________
   - ____________________________
   - ____________________________
   - ____________________________

2. **Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):**

   - ____________________________
   - ____________________________
   - ____________________________
   - ____________________________
   - ____________________________
H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

________________________________________

Signed at ______________________ on this the _____ day of ______________________ 20____

________________________________________

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE
Imperial Car Rental and Tourism Division

Access Request Form

<table>
<thead>
<tr>
<th>FOR OFFICE USE ONLY</th>
<th>Reference Number:</th>
</tr>
</thead>
</table>

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

A. **Particulars of Imperial**

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

- **Contact person:** Nico Bell
- **Postal address:** P O Box 2217, Edenvale, 1610
- **Physical address:** 5 Boeing Road East, Elma Park
- **Phone Number:** +27 (11) 488 7671
- **Fax Number:** +27 (11) 488 7682

B. **Particulars of Person requesting access to the record/s**

(a) *The particulars of the person who requests access to the records must be provided in the space provided below.*

(b) *Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.*

(c) *Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.*

Full Name and Surname: __________________________________________

Identity Number: __________________________________________

Postal Address: __________________________________________

Postal Code: __________________________________________

Telephone Number: __________________________________________

Fax Number: __________________________________________

E-mail Address: __________________________________________

INITIAL
Capacity in which request is made, when made on behalf of another person:


C. **Particulars of person on whose behalf request is made:**

*This section must only be completed if a request for information is made on behalf of another person.*

Full names and
Surname: ________________________________
Identity Number: ____________________________

D. **Particulars of Record/s required:**

(a) Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexure.

1. Description of the Record or relevant part of the record:


2. Reference number, if available:


3. Any further particulars of the record/s required:


E. **Fees**

(a) A request for access to a record, other than a record containing personal information about the requester will be processed only after a **non-refundable request fee of R57, 00** has been paid.
(b) The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare the record.

(c) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

Reason for exemption of payment of the fee(s):

F. Form of Access to Record

Form in which record is required

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

☐ Copy of Record* ☐ Inspection of Record

2. If record consists of visual images:
   (this includes photographs, slides, video recordings, computer generated images, sketches etc)

☐ View the Images ☐ Copy of the Images* ☐ Transcription of the Images*

3. If the record consists of recorded information that can be reproduced in sound:

☐ Listen to the soundtrack (audio cassette) ☐ Transcription of soundtrack* (written or printed document)

4. If the record is held on computer in an electronic or machine-readable form:

☐ Printed copy of record* ☐ Printed Copy of information derived from the record* ☐ Copy in computer readable form* (stiffy or compact disc)

If you requested a copy or transcription of a record (above), do not wish the copy or transcription to be posted to you? **Postage is payable**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

INITIAL
If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability: __________________________ Form in which record is required: ________

________________________________________________________________________

G. Particulars of right to be exercised or protected:

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

1. Indicate which right is to be exercised or protected:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?
________________________________________________________________________
________________________________________________________________________

Signed at __________________ on this the ___ day of __________________ 20__

_____________________________________________________

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE
Distributorships Division

Access Request Form

<table>
<thead>
<tr>
<th>FOR OFFICE USE ONLY</th>
<th>Reference Number:</th>
</tr>
</thead>
</table>

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

A. Particulars of Imperial

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

**Distributorships General**

- Contact person: Harvey Adler
- Postal address: P O Box 1719, Edenvale, 1610
- Physical address: 138 Van Riebeeck Avenue, Edenvale, 1611
- Phone Number: +27 (11) 398 9107
- Fax Number: +27 (11) 452 6179

**National Airways Corporation**

- Contact person: Hennie Smit
- Postal address: P O Box 293, Lanseria, 1748
- Physical address: Hangar 104C, Gate 15, Lanseria Airport
- Phone Number: +27 (11) 267 5553
- Fax Number: +27 (11) 267 5054

**Alert Engine Parts, Engineparts Turbocharger, Midas and TurboExchange**

- Contact person: Daan van der Linde
- Postal address: P O Box 2217, Edenvale, 1610
- Physical address: 5 Boeing Road East, Elma Park
- Phone Number: +27 (11) 458 7671
- Fax Number: +27 (11) 458 7682

B. Particulars of Person requesting access to the record/s

(a) The particulars of the person who requests access to the records must be provided in the space provided below.

(b) Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.

(c) Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.

Full Name and
Surname: _____________________________
Identity
Number: ____________________________________________________
Postal
Address: __________________________________________________
Postal Code: _________________________________________________
Telephone
Number: ____________________________________________________
Fax Number: _________________________________________________
E-mail
Address: ____________________________________________________
Capacity in which request is made, when made on behalf of another person:
__________________________________________________________________
__________________________________________________________________

C. Particulars of person on whose behalf request is made:

This section must only be completed if a request for information is made on behalf of another person.

Full names and
Surname: ______________________________________________________
Identity Number: ________________________________________________

D. Particulars of Record/s required:

(a) Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexure.

1. Description of the Record or relevant part of the record:

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

INITIAL

28
2. Capacity in which request is made, when made on behalf of another person:

_________________________________________________________________________________

_________________________________________________________________________________

E. Fees

(a) A request for access to a record, other than a record containing personal information
about the requester will be processed only after a non-refundable request fee of R57,00 has been paid.

(b) The fee payable for access to a record depends on the form in which the access is
required and the reasonable time required to search for and prepare the record.

(c) If you qualify for exemption of the payment of any fee, please state the reason for the
exemption.

Reason for exemption of payment of the fees:

_________________________________________________________________________________

_________________________________________________________________________________

_________________________________________________________________________________

F. Form of Access to Record

Form in which record is required

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the
record is available.

(b) Access in the form requested may be refused under certain circumstances. In such a
case you will be informed whether access will be granted in another form.

(c) The fee payable for access to the record, if any, will be determined partly by the form in
which access is requested.

1. If the record is in written or printed form:

□ Copy of Record* □ Inspection of Record

2. If record consists of visual images:
(this includes photographs, slides, video recordings, computer generated images,
 sketches, etc)

□ View the Images □ Copy of the Images* □ Transcription of the Images*

3. If the record consists of recorded information that can be reproduced in sound:

□ Listen to the soundtrack □ Transcription of soundtrack* (written or
(audio cassette) printed document)
4. If the record is held on computer in an electronic or machine-readable form:

- Printed copy of record*  
- Printed Copy of information derived from the record*  
- Copy in computer readable form* (stiffy or compact disc)

If you requested a copy or transcription of a record (above), do not wish the copy or transcription to be posted to you? **Postage is payable**

Yes | No

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability: ____________________________  
Form in which record is required: ____________________________

G. **Particulars of right to be exercised or protected:**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

1. Indicate which right is to be exercised or protected:

   ___________________________________________________________________

   ___________________________________________________________________

   ___________________________________________________________________

2. Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):

   ___________________________________________________________________

   ___________________________________________________________________

   ___________________________________________________________________

H. **Notice of decision regarding request for access:**

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

__________________________________________________________________________

Signed at ______________________ on this the ____ day of __________________ 20__

INITIAL
SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE
Automotive Retail Division

Access Request Form

FOR OFFICE USE ONLY

Reference Number:

Received By:

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

A. Particulars of Imperial

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

Contact person: Bradley Salters
Postal address: P O Box 3013, Edenvale, 1610
Physical address: Jeppe Quondam, 79 Boeing Road, Bedfordview
Phone Number: +27 (11) 372 6592
Fax Number: +27 (11) 553 8729

B. Particulars of Person requesting access to the record/s

(d) The particulars of the person who requests access to the records must be provided in the space provided below.

(e) Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.

(f) Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.

Full Name and Identity
Surname: __________________________
Identity Number: __________________________
Postal Address: __________________________
Postal Code: __________________________
Telephone Number: __________________________
Fax Number: __________________________
E-mail Address: __________________________
Capacity in which request is made, when made on behalf of another person:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

C. **Particulars of person on whose behalf request is made:**

*This section must only be completed if a request for information is made on behalf of another person.*

Full names and
Surname: ______________________________________________________
Identity Number: ________________________________________________

D. **Particulars of Record/s required:**

(d) *Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.*

(b) *If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexure.*

1. **Description of the Record or relevant part of the record:**

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

2. **Reference number, if available:**

________________________________________________________________________

3. **Any further particulars of the record/s required:**

________________________________________________________________________

________________________________________________________________________
E. Fees

(a) A request for access to a record, other than a record containing personal information about the requestor will be processed only after a non-refundable request fee of R57, 00 has been paid.

(e) The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare the record.

(f) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

Reason for exemption of payment of the fees:

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

F. Form of Access to Record

Form in which record is required

Mark the appropriate box with an X.

NOTES:

(d) Compliance with your request in the specified form may depend on the form in which the record is available.

(e) Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

(f) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

   □ Copy of Record*    □ Inspection of Record

2. If record consists of visual images:

   (this includes photographs, slides, video recordings, computer generated images, sketches, etc)

   □ View the images    □ Copy of the Images*   □ Transcription of the Images*

3. If the record consists of recorded information that can be reproduced in sound:

   □ Listen to the soundtrack   □ Transcription of soundtrack* (written or printed document)

4. If the record is held on computer in an electronic or machine-readable form:

   □ Printed copy of record*   □ Printed Copy of information derived from the record*   □ Copy in computer readable form* (stiffy or compact disc)

34

INITIAL
If you requested a copy or transcription of a record (above), do not wish the
copy or transcription to be posted to you? **Postage is payable**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability: ____________________________  Form in which record is required: ______________
______________________________
______________________________
______________________________

G. **Particulars of right to be exercised or protected:**

*If the provided space is inadequate, please continue on a separate folio and attach it to this form.*

1. Indicate which right is to be exercised or protected:

   ______________________________
   ______________________________
   ______________________________
   ______________________________

2. Explain why the requested record(s) is required for the exercising or protection of the
   aforementioned right(s):

   ______________________________
   ______________________________
   ______________________________
   ______________________________

H. **Notice of decision regarding request for access:**

You will be notified in writing whether your request has been approved/denied. If you wish to
be informed thereof in another manner, please specify the manner and provide the necessary
particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the
record?

______________________________
______________________________

Signed at ________________ on this the _____ day of ______________ 20__

____________________________________
SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE

35

INITIAL


Financial Services Division

Access Request Form

Reference Number:

FOR OFFICE USE ONLY

Received By:

(Section 53(1) of the Promotion of Access to Information Act, No 2 of 2000)

(Regulation 10)

A. Particulars of Imperial

Requests can be submitted either via conventional mail or fax and should be addressed to the relevant contact person as indicated below:

Contact person: Peter Hibbit
Postal address: P O Box 674, Edenvale, 1610
Physical address: 146 Boeing Road East, Elma Park, Edenvale, 1609
Phone Number: +27 (11) 879 2645
Fax Number: +27 (11) 579 3512

B. Particulars of Person requesting access to the record(s)

(a) The particulars of the person who requests access to the records must be provided in the space provided below.

(b) Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.

(c) Proof of the capacity in which a person is making the request must be attached, if applicable, must be attached.

Full Name and
Surname: __________________________________________
Identity Numbers: __________________________________________
Postal Address: __________________________________________
Postal Code: __________________________________________
Telephone Number: __________________________________________
Fax Number: __________________________________________
E-mail Address: __________________________________________

Capacity in which request is made, when made on behalf of another person:

________________________________________________________________________
________________________________________________________________________

INITIAL 36
C. **Particulars of person on whose behalf request is made:**

   *This section must only be completed if a request for information is made on behalf of another person.*

   Full names and Surname: ____________________________________________________________

   Identity Number: ________________________________________________________________

D. **Particulars of Record/s required:**

   (a) Provide full particulars of the record/s to which access is required, including the reference number if that is known to you, to enable the record to be located.

   (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all additional folios or other annexure.

1. **Description of the Record or relevant part of the record:**

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

2. **Reference number, if available:**

   ____________________________________________________________

3. **Any further particulars of the record/s required:**

   ____________________________________________________________

E. **Fees**

   (a) A request for access to a record, other than a record containing personal information about the requester will be processed only after a non-refundable request fee of R57, 00 has been paid.

   (b) The fee payable for access to a record depends on the form in which the access is required and the reasonable time required to search for and prepare the record.

   (c) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.

   **Reason for exemption of payment of the fee/s:**

   ____________________________________________________________

F. **Form of Access to Record**

   **Form in which record is required**

   *Mark the appropriate box with an X.*

   **NOTES:**

   a. Compliance with your request in the specified form may depend on the form in which the record is available.

   b. Access in the form requested may be refused under certain circumstances. In such a case you will be informed whether access will be granted in another form.

   c. The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

1. **If the record is in written or printed form:**

   [ ] Copy of Record*

   [ ] Inspection of Record

   [ ] INITIAL

   37
2. If record consists of visual images:
   (this includes photographs, slides, video recordings, computer generated images, sketches, etc)
   
   [ ] View the Images  [ ] Copy of the Images*  [ ] Transcription of the Images*

3. If the record consists of recorded information that can be reproduced in sound:
   
   [ ] Listen to the soundtrack (audio  [ ] Transcription of soundtrack* (written or printed document)

4. If the record is held on computer in an electronic or machine-readable form:
   
   [ ] Printed copy of record*  [ ] Printed Copy of information derived from the record*  [ ] Copy in computer readable form* (stiffy or compact disc)

If you requested a copy or transcription of a record (above), do not wish the copy or transcription to be posted to you? Postage is payable

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 above, state your disability and indicate in which form the record is required.

Disability: ___________________________  Form in which record is required: ________

__________________________

__________________________

G. Particulars of right to be exercised or protected:

If the provided space is inadequate, please continue on a separate folio and attach it to this form.

1. Indicate which right is to be exercised or protected:

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

2. Explain why the requested record(s) is required for the exercising or protection of the aforementioned right(s):

   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________
   __________________________________________

38

[INITIAL]
H. Notice of decision regarding request for access:

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

________________________________________________________________________

________________________________________________________________________

Signed at ______________________ on this the _____ day of ______________________ 20____

________________________________________________________________________

SIGNATURE OF REQUESTER/
PERSON ON WHOSE BEHALF REQUEST IS MADE
PREScribed Fees

In terms of Section 54(7) of the Promotion of Access to Information Act 2000 (Act No.2 of 2000)

1. Please note that all prices listed below are inclusive of value-added tax (VAT)

(a) For every photocopy of an A4-size page or part thereof R1.25

(a) For every printed copy of an A4-size page or part thereof held on a computer or in a electronic or machine-readable form R0.85

(b) For a copy in a computer-readable form on
   (i) stiffy disc R 8.55
   (ii) compact disc R79.80

(d) (i) For a transcription of visual images, for an A4-size page or part thereof R45.60
   (ii) For a copy of visual images R68.40

(e) (i) For a transcription of an audio record, for an A4-size page or part thereof R22.80
   (ii) For a copy of an audio record R34.20

(f) To search for and prepare the record for disclosure, R34.20 for each hour or part thereof reasonably required for such search and preparation.

(g) The actual postage fee is payable when a copy of a record is to be posted to a requester.
IMPERIAL HOLDINGS LIMITED

PROMOTION OF ACCESS TO INFORMATION MANUAL

Signed at Bedfordview on this the 15th day of December 2011

SIGNATORY: HUBERT R BRODY
CAPACITY: CHIEF EXECUTIVE OFFICER