



**ACCESS TO INFORMATION MANUAL
OF
ROCHE DIABETES CARE
SOUTH AFRICA (PTY) LIMITED
Registration no: 2015/303320/07**

Prepared in accordance with Section 51 of the
Promotion of Access to Information Act No. 2 of 2000

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1. INTRODUCTION

On 9 March 2001, the Promotion of Access to Information Act, No.2 of 2000 (“the Act”) became operative, giving effect to the constitutional right to access information as contained in section 32(2) of the Bill of Rights. The Act seeks to promote the values of transparency and accountability.

The Act establishes certain statutory rights of requesters to any record of a private body if:

- > That record is required for the exercise of any of his or her legal rights;
- > That requester complies with all the procedural requirements; and
- > Access is not refused in terms of any ground referred to in the Act.

In terms of section 51 of the Act, private bodies are required to compile a manual to assist requesters who wish to request access to a record. The Act further provides listed details that must be contained in the manual.

2. PURPOSE, OBJECTIVE AND SCOPE OF THE MANUAL

This document serves as the Roche Diabetes Care South Africa (Pty) LTD (“**Roche Diabetes Care South Africa**”) information manual and provides reference on how to access the records held by Roche Diabetes Care South Africa.

The objectives of this manual include:

- > Providing for the availability of the manual and the details of the Information Officer;
- > To identify the main categories of records held by Roche Diabetes Care South Africa;
- > To provide for information available in terms of the Act; and
- > To provide the procedure applicable to requesting access to records including the method of requesting access, the refusal of requests for records and prescribed access fees.

3. ABOUT ROCHE DIABETES CARE SOUTH AFRICA

Roche Diabetes Care has been pioneering innovative diabetes technologies and services for more than 40 years. More than 5,500 employees in over 100 markets worldwide work every day to support people with diabetes and those at risk to achieve more time in their target ranges and experience true relief from the daily therapy routines.

Being a global leader in integrated Personalized Diabetes Management (iPDM), Roche Diabetes Care collaborates with thought leaders around the globe, including people with diabetes, caregivers, healthcare providers and payers. Roche Diabetes Care aims to transform and advance care provision and foster sustainable care structures. Under the brands Roche Diabetes, Accu-Chek and mySugr, comprising glucose monitoring, insulin delivery systems and digital solutions, Roche Diabetes Care unites with its partners to create patient-centered value. By building and collaborating in an open ecosystem, connecting devices and digital solutions as well as contextualizing relevant data points, Roche Diabetes Care enables deeper insights and a better understanding of the disease, leading to personalized and effective therapy adjustments. For better outcomes and true relief. Since 2017, mySugr one of the most popular diabetes management apps is part of Roche Diabetes Care.

For more information visit: www.rochediabetescaremea.com

About Roche

Roche is a global pioneer in pharmaceuticals and diagnostics focused on advancing science to improve people's lives. The combined strengths of pharmaceuticals and diagnostics under one roof have made Roche the leader in personalised healthcare; a strategy that aims to fit the right treatment to each patient in the best way possible.

Roche is the world's largest biotech company, with truly differentiated medicines in oncology, immunology, infectious diseases, ophthalmology and diseases of the central nervous system. Roche is also the world leader in in vitro diagnostics and tissue-based cancer diagnostics, and a frontrunner in diabetes management.

Founded in 1896, Roche continues to search for better ways to prevent, diagnose and treat diseases and make a sustainable contribution to society. The company also aims to improve patient access to medical innovations by working with all relevant stakeholders. More than thirty medicines developed by Roche are included in the World Health Organization Model Lists of Essential Medicines, among them life-saving antibiotics, antimalarials and cancer medicines. Moreover, for the eleventh consecutive year, Roche has been recognised as one of the most sustainable companies in the Pharmaceuticals Industry by the Dow Jones Sustainability Indices (DJSI).

The Roche Group, headquartered in Basel, Switzerland, is active in over 100 countries and in 2020 employed more than 100,000 people worldwide. In 2020, Roche invested CHF 12.2 billion in R&D and posted sales of CHF 58.3 billion. Genentech, in the United States, is a wholly owned member of the Roche Group. Roche is the majority shareholder in Chugai Pharmaceutical, Japan. For more information, please visit www.roche.com.

4. AVAILABILITY OF THE MANUAL

A copy of this manual is available to the public for inspection on the Roche Diabetes Care South African website at www.rochediabetescaremea.com The manual is further available for inspection, free of charge, as a hard copy at the office of Roche Diabetes Care South Africa, Hertford Office Park, Building E, 90 Bekker Road, Vorna Valley, 1685 during normal business hours.

In summary the manual provides information on the:

- > Contact details of the Information manager
- > Subject and categories of records that are held by Roche Diabetes Care South Africa.
- > The procedure that needs to be followed and criteria that have to be met by a requester to access a record.

5. CONTACT PERSON – INFORMATION OFFICER (SECTION 51(1)(a)(i))

The responsibility for the administration of, and compliance with the Act, has been delegated to the Compliance Lead, Roche Diabetes Care South Africa. Requests pursuant to the provisions of the Act should be directed as follows:

Information Officer: Corine Verwey (The Compliance Lead Roche Diabetes Care)

Postal address: P.O. Box 968, Halfway House 1685, South Africa

Street address: Hertford Office Park, Building E, 90 Bekker Road, Vorna Valley, 1685

Phone number: +2711 504 4600

E-mail address: corine.verwey@roche.com

6. APPLICABLE LEGISLATION

Records are kept in accordance with such other legislation as applicable to Roche Diabetes Care South Africa, which included but is not limited to:

- > Basic Conditions of Employment Act 75 of 1997
- > Broad-Based Black Economic Empowerment Act 53 of 2003
- > Companies Act 71 of 2008
- > Compensation for Occupational Injuries and Diseases Act 130 of 1993
- > Competition Act 89 of 1998
- > Constitution of South Africa, 1996

- > Copyright Act 98 of 1987
- > Consumer Protection Act 68 of 2008
- > Criminal Procedure Act 51 of 1977
- > Customs and Excise Act, 1964
- > Debt Collectors Act 114 of 1998
- > Electronic Communications and Trans-actions Act 25 of 2002
- > Employment Equity Act 55 of 1998
- > Finance Act 2 of 2007
- > Income Tax Act 58 of 1962
- > Insolvency Act 24 of 1936
- > Labour Relations Act 66 of 1995
- > Occupational Health and Safety Act 85 of 1993
- > Medicines and Related Substances Act 101 of 1965
- > Patents Act 57 of 1987
- > Pension Funds Act 24 of 1956
- > Protection of Information Act, No. 84 of 1982
- > Protection of Personal Information Act No. 4 of 2013
- > Skills Development Act 97 of 1998
- > Skills Development Levies Act 97 of 1999
- > South African Revenue Service Act 34 of 1997
- > Tax on Retirement Funds Act No 38 of 1996
- > Unemployment Insurance Act 63 of 2001
- > Value Added Tax Act 89 of 1991

7. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC (SECTION 51(1)(b)(ii))

The following categories of information are automatically available for inspection or photocopying. It is not necessary to request this information in terms of the Act and it may be obtained by going onto the website or by contacting our Information Officer:

- Public statutory records as kept by the Companies and Intellectual Property Commission of South Africa;
- The following information about Roche Diabetes Care South Africa is provided on www.roche.com
 - > About Roche Diabetes Care and Code of Conduct;
 - > For Investor please refer to www.roche.com;
 - > For Information about the company's performance please refer to www.roche.com;
 - > Contact details; and
 - > Legal notices (including this manual).

8. RECORDS HELD IN ACCORDANCE WITH OTHER LEGISLATION (SECTION 51(1)(b)(iii))

Certain legislation provides that private bodies shall allow certain persons access to specified records, upon request. Records are available in terms of the legislation detailed in clause 6 to this manual (as amended from time to time). Note that the information will only be provided in accordance with the requirements stipulated in the relevant pieces of legislation. If a requester believes that a right to access to a record exists in terms of the legislation above, or any other legislation, the requester is required to indicate what legislative right the request is based on, to allow the Information Officer the opportunity of considering the request in light thereof.

9. RECORDS – CATEGORIES AND SUBJECT OF RECORDS (SECTION 51(1)(b)(iv))

The information contained in this section is intended to identify the main categories of records held with Roche Diabetes Care South Africa and to help the requester to gain a better understanding of the main business activities of Roche Diabetes Care South Africa. Further assistance in identifying the records held by Roche Diabetes Care South Africa is obtainable from the Information Officer. Records, to which the right and manner of access will be provided in accordance with the Act (subject to the restrictions and right of refusal to access provided for in the Act), are available in respect to the following (non-exhaustive) aspects of Roche's businesses and operations:

CORPORATE AFFAIRS AND INVESTOR RELATIONS/COMMUNICATIONS

- Media Releases
- Newsletters and publications
- Corporate social investment
- Public corporate records
- Contracts
- Policies
- Insurance policies

COMPANIES ACT RECORDS

- Documents of incorporation;
- Memorandum and Articles of Association or Memorandum of Incorporation (as applicable)
- Records relating to the appointment of directors/ auditor/ secretary;
- Public officer and other officers; and
- Share Register and other statutory registers

- Board resolutions and shareholder resolutions
- Minutes of board meetings and shareholder meetings

FINANCIAL RECORDS

- Annual Financial Statements;
- Tax Returns;
- Accounting Records;
- Banking Records;
- Bank Statements;
- Electronic Banking Records;
- Asset Register;
- Rental Agreements; and
- Invoices.

INCOME TAX RECORDS

- PAYE Records
- Documents issued to employees for income tax purposes;
- Records of payments made to SARS on behalf of employees;
- All other statutory compliances:
 - > VAT;
 - > Skills Development Levies;
 - > UIF; and
 - > Workmen's Compensation.

INTELLECTUAL PROPERTY

- Trademark applications

- Agreements relating to intellectual property
- Copyrights

PERSONNEL DOCUMENTS AND RECORDS

- Employment Contracts;
- Employment Equity Records;
- Medical Aid Records;
- Pension Fund Records;
- Disciplinary Records;
- Salary Records
- Disciplinary Code;
- Leave Records;
- Training Records; and
- Training Manuals

SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS

- SHE Policy
- Mandatory SHE Records

REGULATORY AND QUALITY ASSURANCE

- Registration and Licensing with the South African Health Products Regulatory Authority
- Quality Policy

10. ACCESS REQUESTS

10.1 ACCESS REQUEST PROCEDURE (SECTION 51(1)(b)(iv))

Requests for access to records held by Roche Diabetes Care South Africa must be made on the request forms attached as Annexure 1 (“**Access Request Form**”) and all supporting documents as set out below, as well as the applicable fee, must be submitted to Roche Diabetes Care South Africa.

Please be guided by the information below on how to complete an Access Request Form and how to submit this form to Roche Diabetes Care South Africa for consideration.

COMPLETION OF ACCESS REQUEST FORM

To facilitate a timely response to requests for access, all requesters should take note of the following when completing the Access Request Form:

- > The Access Request Form, attached as Annexure 1 hereto, must be completed.
- > Proof of identity is required to authenticate the identity of the requester – in addition to the Access Request Form; requesters will be required to supply a certified copy of their green bar-coded identification document, smart card ID, drivers licence or a valid passport document.
- > Type or print in BLOCK LETTERS an answer to every question.
- > If a question does not apply, state “N/A” in response to that question.
- > If there is nothing to disclose in reply to a particular question state “NIL” in response to that question.
- > If there is insufficient space on the printed form, additional information may be provided on an additional attached folio.
- > When the use of an additional folio is required, precede to answer each question under the applicable title.

- > The requester must provide on the Access Request Form in the applicable space the name of the record the requester wants to access or a description of the record. Please note that Roche Diabetes Care South Africa is only required (subject to the grounds of refusal provided in the Act) to provide access to records that exist at the time of the request and that are in its possession or under its control.
- > The requester must indicate in the Access Request Form, the right the requester wants to protect or exercise and for which the requester requires the record.

Please note that the successful completion and submission of an Access Request Form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the information contained in the requested record falls within a certain protected categories specified in Part 3 Chapter 4 of the Act. If it is reasonably suspected that the requester has obtained access to records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

SUBMISSION OF ACCESS REQUEST FORM

The completed Access Request Form together with a certified copy of the requester's identity document must be submitted either via conventional mail (i.e. post), e-mail or fax and must be addressed to the Information Officer.

For the avoidance of doubt, the Access Request Form must be submitted to Roche Diabetes Care South Africa at one of the following applicable addresses:

- (i) if submitted by post, to the following physical address: Roche Diabetes Care South Africa, Hertford Office Park, Building E, 90 Bekker Road, Vorna Valley, 1685;
- (ii) if submitted by email, the following email: corine.verwey@roche.com ; or
- (iii) if submitted by fax, the following fax number: 011-5044600

An initial request fee of R50.00 (excluding VAT) is payable on submission of the request. This fee is not applicable to Personal Requesters. A Personal Requester is any person seeking access to records that contain their personal information. The Prescribed Access Fees are set out in Annexure 2 and include calculating the time it takes to search and prepare the records for disclosure.

PAYMENT OF FEES

Payment details can be obtained from the Information Officer indicated above and can be made either via a direct deposit or by postal order (no credit card payments are accepted). Proof of payment must be supplied to Roche Diabetes Care together with the applicable Access Request Form. The access fee must be paid prior to access being given to the requested record. If the request for access is successful an access fee may be required for the search, reproduction and/or preparation of the record(s) and will be calculated based on the Prescribed Fees as set out in Annexure 2 hereto.

NOTIFICATION

The Information Officer will, within 30 (thirty) days of receipt of the Access Request Form, decide whether to grant or decline the request and give notice with reasons (if required) to that effect. This 30 (thirty) day period may be extended for a further period of not more than 30 (thirty) days, if the request is for a large volume of records, or the request requires a search for records held at other offices of Roche Diabetes Care South Africa and the records cannot reasonably be obtained within the original 30 (thirty) day period. The requester will be notified in writing including reasons explaining the necessity of the extension should an extension be sought.

10.2 GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The Act sets out a number of grounds on which the Information Officer may, or must, refuse the requester's request to access a record. The main grounds on which the Information Officer may or must refuse a request for access to a record are as follows, where the:

- the disclosure of the record would involve the unreasonable disclosure of personal information about a third party, including a deceased individual;
- record contains commercial information of Roche Diabetes Care South Africa or a third party, if the record contains:
 - ❖ Trade secrets;
 - ❖ Financial, commercial, scientific or technical information of a third party, the disclosure of which would likely cause harm to the financial or commercial interests of that party;
 - ❖ Information supplied in confidence by a third party, the disclosure of which could put that third party at a disadvantage in negotiations or commercial competition;
- the disclosure of the requested record would constitute an action for breach or a duty of confidence owed to a third party in terms of an agreement;
- the disclosure of a record could reasonably be expected to endanger the life or physical safety of an individual, or would be likely to prejudice the security of a building, means of transport or any other property;
- the record is privileged from production in legal proceedings;
- the record contains information about the commercial activities of Roche Diabetes Care South Africa, which may include:
 - ❖ Trade secrets of Roche Diabetes Care South Africa; and

- ❖ Financial, commercial, scientific or technical information which, if disclosed, could likely cause harm to the financial or commercial interests of Roche Diabetes Care South Africa.

Section 70 of the Act provides that irrespective of the abovementioned grounds, a private body will be obligated to grant a request for access to a record if the disclosure of the record would reveal evidence of a substantial contravention or failure to comply with the law or imminent and serious risk to public safety or environmental risk and if the public interest in the disclosure of the record clearly outweighs the harm contemplated under one or more of the grounds of refusal.

Accordingly, unless where the disclosure is in the public interest, the Information Officer may or must refuse your request to access a record if any of the grounds of refusal set out above are applicable to its disclosure.

Where the request relates to the record of a third party, the third party must be informed within of such request within 21 days of the request being received. The third party, will thereafter have 21 days after being informed about the request to make written or oral representations to the Information Officer why access to the record must be refused or provide written consent for the disclosure.

10.3 APPEAL AGAINST REFUSAL TO GRANT ACCESS

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, upon notification of the Information Officer's decision (or upon his or her deemed refusal in terms of Section 58 of the Act), apply to court for appropriate relief within the prescribed timeframes as prescribed by the Act.

In any event, any person has the right to lodge a complaint with the Information Regulator and request the contact details of the Information Regulator from the Information officer where the

person is of the view that this manual or any provision of this manual is in contravention of South African legislation.

11. INFORMATION AVAILABLE IN TERMS OF THE PROTECTION OF INFORMATION ACT 4 of 2013 (POPIA)

In terms of POPIA, the purpose of processing personal information must be contained in this manual. The purpose of processing personal information is variable and depends on various factors, such as the nature of the personal information, from whom it is collected and the reason it has been collected. However, Roche Diabetes Care South Africa generally processes personal information in the form of health information for purposes of providing customers with solutions and services for diabetes management, to understand how users use our products and for product improvements in the future diabetes management systems and services.

Kindly consult the Roche Diabetes Care South Africa's Privacy Policy:

(www.rochediabetescaremea.com)

The categories of data subjects and the categories of personal information processed by Roche Diabetes Care South Africa include:

- > Customers/Patients
- > Healthcare Professionals
- > Employees

The recipients or categories of recipients to whom the personal information may be supplied include:

- > Roche affiliates
- > Customers/Patients

- > Healthcare Professionals
- > Third party providers

The planned transborder flows of personal information include:

- > Customer/Patient Data (Personal and Sensitive Information)
- > Healthcare Professional Data (Personal Information)
- > Employee Data (Personal and Sensitive Information)

Roche Diabetes Care South Africa has put in place a number of security measures to protect your personal information from unauthorized access, improper use, disclosure, loss or destruction. To ensure the confidentiality of your information, Roche uses also industry standard firewalls and password protection. It is, however, your personal responsibility to ensure that the computer you are using is adequately secured and protected against malicious software, such as trojans, computer viruses and worm programs. You are aware of the fact that without adequate security measures (e.g. secure web browser configuration, up-to-date antivirus software, personal firewall software, no usage of software from dubious sources) there is a risk that the data and passwords you use to protect access to your data, could be disclosed to unauthorized third parties.

ANNEXURE 1

FORM C

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

A. PARTICULARS OF PRIVATE BODY REQUESTING ACCESS TO RECORD

Requests can be submitted either via conventional mail, or e-mail and should be addressed to the Information Officer as indicated below:

Contact details:	
Chief Executive Officer	Susan Snell
Information Officer	Corine Verwey
Postal address:	P.O. Box 968, Halfway House 1685, South Africa
Phone number:	+2711 504 4600
E-mail address:	corine.verwey@roche.com
Website address:	www.rochediabetescaremea.com

B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- | |
|--|
| <p>a) The particulars of the person who requests access to the record must be given below.</p> <p>b) The address and/or fax number in the Republic to which the information is to be sent, must be given.</p> <p>c) Proof of the capacity in which the request is made, if applicable, must be attached.</p> |
|--|

Surname	
Full names	
Identity number	

Postal address:	
Phone 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 be completed ONLY if a request for information is made on behalf of another

Surname	
Name	
Identity number:	

D. PARTICULARS OF RECORD

a) Provide full particulars of the record to which access is requested, 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 a separate folio and attach it to this form. The requester must sign all the additional folios.

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

2. Reference number, if available:

3 Any further particulars of record:

E. FEES

- | |
|---|
| <p>a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>b) You will be notified of the amount required to be paid as the request fee.</p> <p>c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</p> <p>d) If you qualify for exemption of the payment of any fee, please state the reason for the exemption.</p> |
|---|

Reason for exemption from payment of fees:

F. FORM OF ACCESS TO RECORD

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 hereunder, state your disability and indicate in which form the record is required.

Disability:	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 in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access for 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 record consist of recorded words or information which can be reproduced in sound:

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

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

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

*If you have requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	Yes	No
--	-----	----

Postage is payable.

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.
The requester must sign all the additional folios.

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

2. Explain why the record requested is required for the exercise or protection of the
aforementioned right:

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 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..... This..... day of20.....

Signature of Requester/Person on whose behalf request is made

ANNEXURE 2

FEES IN RESPECT OF PRIVATE BODIES

PRESCRIBED FEES

(Section 54(7) of the Promotion of Access to Information, Act No. 2 of 2000) [Regulation 11(3)]

Activity		R
1	The fee for a copy of the manual as contemplated in regulation 9 (2) (c) for every photocopy of an A4-size page or part thereof.	R1.10
2	The fees for reproduction referred to in regulation 11 (1) are as follows:	
(a)	For every photocopy of an A4-size page or part thereof	R1.10
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0.75
(c)	For a copy in a computer-readable form on compact disc	
	(i) Stiffy disk	R7.50
	(ii) compact disk	R70.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	R40.00 R60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	R20.00 R30.00
(f)	To search for and prepare the record for disclosure or part thereof for each hour or part thereof reasonably required for such search and preparation	R30.00
3	The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2)	R50.00
(4)	For purposes of section 54 (2) of the Act, the following applies:	
(a)	Six hours of searching to be exceeded before a deposit is payable	

(b)	One third of the access fee is payable as a deposit by the requester
(5)	The actual postage fee is payable when a copy of a record must be posted to a requester

Please note that Roche Diabetes Care South Africa is a registered VAT vendor, and is therefore entitled to charge VAT on all fees set out in this Annexure.