

**KONICA MINOLTA**

**NORTH COAST OFFICE EQUIPMENT (PTY) LTD**  
t/a KONICA MINOLTA EAST COAST

**Authorised Dealer**  
379 Umbilo Road, Durban  
Tel: (031) 206 0880  
[www.konicaminoltaeastcoast.co.za](http://www.konicaminoltaeastcoast.co.za)  
[mail@kmec.co.za](mailto:mail@kmec.co.za)

## **PAIA MANUAL FOR NORTH COAST OFFICE EQUIPMENT (PTY) LTD**

### **1. Introduction**

North Coast Office Equipment (PTY) Ltd is committed to compliance with the Promotion of Access to Information Act, 2000 (PAIA), and to ensuring transparency in the way it processes and provides access to information.

### **2. Contact Information**

- **Information Officer:** ROBERT JAMES TAIT
- **Designation:** CHIEF EXECUTIVE OFFICER
- **Physical Address:** 379 UMBILO ROAD, GLENWOOD DURBAN
- **Telephone:** 031 2060880
- **Email:** BOB@KMEC.CO.ZA
- **Website:** [www.konicaminoltaeastcoast.co.za](http://www.konicaminoltaeastcoast.co.za)

### **3. Categories of Records** North Coast Office Equipment (PTY) Ltd maintains the following categories of records:

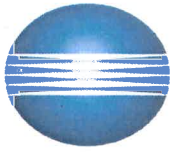
- **Company records:** registration documents, shareholder registers, minutes of meetings.
- **Financial records:** annual financial statements, accounting records.
- **Employment records:** staff contracts, HR records.
- **Operational records:** correspondence, contracts, internal policies.

### **4. Request Procedures**

- All requests must be submitted in writing to the Information Officer.
- Requests must clearly describe the records required and, where possible, include relevant dates or reference numbers.
- The requester may be asked to provide identification.



**We are a B-BBEE level Two Contributor with Value Added Enterprise Status**  
North Coast Office Equipment (PTY) LTD (Reg no. 2018/560900/07) t/a Konica Minolta East Coast



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- Fees may be applied as prescribed by PAIA.

## 5. Processing of Requests

- The Information Officer will acknowledge receipt of the request within 10 working days.
- Access to records will be granted within 30 days unless otherwise extended under PAIA provisions.
- Requests may be refused in accordance with grounds set out in PAIA (e.g., personal privacy, commercial confidentiality).

## 6. Access Fees

- Fees, if applicable, will be communicated to the requester before processing.
- Payment must be made before records are released.

## 7. Grounds for Refusal

- Requests may be refused where disclosure would involve sensitive personal information, trade secrets, or be otherwise protected under PAIA.

## 8. Internal Appeal

- If a request is denied, the requester may submit an internal appeal to the Head of North Coast Office Equipment (PTY) Ltd within 30 days of refusal.
- The appeal will be considered and a decision provided within 30 days.

## 9. External Remedies

- If dissatisfied with the internal appeal decision, the requester may approach the South African Human Rights Commission or a court as provided for under PAIA.

## 10. Availability of Manual

- This manual is available on the company website [www.konicaminoltaeastcoast.co.za](http://www.konicaminoltaeastcoast.co.za) and at the company's registered office for inspection during business hours.

**Date of Last Update: 14/11/2025**

**Signed:**

Robert James Tait  
Information Officer  
North Coast Office Equipment (PTY) Ltd



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