



# Motus

AFTERMARKET PARTS

## The **PAIA** Manual for Motus Aftermarket Parts

Prepared in accordance with section 51 of the  
**Promotion of Access to Information Act 2 of 2000**  
("PAIA")

and incorporating compliance with  
**Protection of Personal Information Act**  
("POPIA")

This manual applies to  
Motus Aftermarket Parts  
and all its South African sites.  
(Collectively referred to in this manual as "MAP")

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## A1: Acronyms

<b>ARCO</b>	ARCO Motor Industry Co. Ltd
<b>B-BBEE</b>	Broad-Based Black Economic Empowerment
<b>MAP</b>	Motus Aftermarket Parts, including its South African entities
<b>MTS</b>	Motus Trading Shanghai
<b>PI</b>	Personal Information
<b>SENS</b>	Stock Exchange News Service
<b>SAHRC</b>	South African Human Rights Commission
<b>PAIA</b>	<i>Promotion of Access to Information Act 2 of 2000</i> and any Regulations published thereunder, as amended from time to time
<b>POPIA</b>	Protection of Personal Information Act 4 of 2013 and any regulations, guidelines or codes of conduct published thereunder, as amended from time to time
<b>UIF</b>	Unemployment Insurance Fund

## A2: Definitions &amp; Interpretations

<b>Data Subject</b>	The person to whom the personal information relates
<b>Employee</b>	Any person who works for or provides services to or on behalf of Motus, and receives or is entitled to receive remuneration
<b>Guide</b>	The guide published by the Information Regulator in terms of section 10 of PAIA, as amended and updated by the Information Regulator from time to time ( " <i>Guide on How to Use the Promotion of Access to Information Act 2 of 2000</i> ")
<b>Information Officer</b>	The person authorised by the Head of Motus and to whom the duties and responsibilities required of the Information Officer in both PAIA and in POPIA have been delegated.
<b>Information Regulator</b>	The juristic person established under section 39 of POPIA
<b>Motus</b>	Motus Holdings Limited, including all wholly or partially owned South African subsidiaries and divisions
<b>Operator</b>	A person who processes personal information for a responsible party in terms of a contract or mandate, but does not come under the direct authority or control of the responsible party.
<b>Personal Information</b>	Has the same meaning as set out in Section 1 of POPIA
<b>Requestor</b>	Any person or entity requesting access to a record that is under the control of MAP
<b>Responsible Party</b>	The 'public or private body or any other person, which alone or in conjunction with others, determines the purpose of and means for processing personal information.
<b>Special Personal Information</b>	Has the same meaning as set out in Section 1 of POPIA
<b>The Head of MAP</b>	The Chief Executive Officer of Motus Aftermarket Parts
<b>The Manual</b>	This manual which is published in accordance with section 51 of PAIA and "this manual" shall have the same meaning
<b>The Minister</b>	The Cabinet Member responsible for the administration of justice, presently the Minister of Justice and Constitutional Development.

This manual has been compiled in accordance with the requirements of PAIA and contains the information specified in section 51(1) of PAIA, which is applicable to private bodies. It draws on the guidelines provided by Motus on the minimum required details as expected by the Regulator with regards to compliance to PAIA.

## B1: Usefulness to the Public

### **This PAIA Manual is useful for the public to:**

- (a) Check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- (b) Have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records of, and the categories of records held on each subject;
- (c) Access all the relevant contact details of the Information Officer who will assist the public with the records they intend to access;
- (d) Know the description of:
  - (i) the records of the body which are available in accordance with any other legislation;
  - (ii) the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
  - (iii) the categories of data subjects and of the information or categories of information relating thereto;
  - (iv) know the recipients or categories of recipients to whom the personal information may be supplied;
- (e) Know if the body:
  - (i) will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
  - (ii) has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
  - (iii) has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

## B2: Information included

### **The information contained within, which may not necessarily be in this order, includes:**

- (a) The contact details of the head of the private body
- (b) A reference to the "Guide on how to use the Promotion of Access to Information Act 2 of 2000" that the Information Regulator must compile in compliance with Section 10 of PAIA;
- (c) The latest notice published by the Minister under section 52(2) of PAIA;
- (d) A description of the records of the private body which are available in terms of any legislation other than PAIA;
- (e) A description of the subjects on which the private body holds records, and the categories of records held on each subject in sufficient detail to facilitate a request for access to a record;
- (f) In compliance with POPIA:
  - (i) The purpose of the processing,
  - (ii) A description of the categories of data subjects and of the information or categories of information relating to those data subjects,
  - (iii) The recipients or categories of recipients to whom the personal information may be supplied,
  - (iv) Planned trans-border flows of personal information, and
  - (v) A general description allowing a preliminary assessment of the suitability of the information security measures to be implemented by the private body (as the responsible party) to ensure the confidentiality, integrity and availability of the information which is to be processed

The Information Regulator has, in terms of section 10(1) of PAIA, as amended, updated and made available a revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA. The manual will be reviewed and, if necessary, updated on a regular basis in accordance with the requirements of section 51(2) of PAIA.

## C1: Contents

The aforesaid Guide contains the description of:

- (a) the objects of PAIA and POPIA;
- (b) the postal and street address, phone, and fax number and, if available, electronic mail address of the Information Officer;
- (c) the manner and form of a request for access to a record of a private body contemplated in section 50;
- (d) the assistance available from the Information Regulator in terms of PAIA and POPIA;
- (e) all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of:
  - (i) an internal appeal;
  - (ii) a complaint to the Information Regulator; and
  - (iii) an application with a court against a decision on internal appeal or a decision by the Information Regulator or a decision of the head of a private body;
- (f) the provisions of sections 14 and 51 requiring a private body to compile a manual, and how to obtain access to a manual;
- (g) the provisions of sections 15 and 52 providing for the voluntary disclosure of categories of records by a private body;
- (h) the notices issued in terms of sections 22 and 54 regarding fees to be paid in relation to requests for access; and
- (i) the regulations made in terms of section 92.

## C2: Languages

The Guide is available in **each of the official languages** and in **Braille**.

## D1: Contact points for Access

### (a) The Information Officer

Any person seeking access to a record **in the possession or under control of MAP** in terms of Section 53 of PAIA, or a data subject requesting access to personal information in terms of Section 23 of POPIA, may address the request to the appointed Information Officer on the email address **popi@motusparts.co.za**.

### (b) Motus Aftermarket Parts: Head Office

Alternatively, the Head Office of Motus Aftermarket Parts can be approached through any of the following avenues:

Physical Address	Postal Address	Other contact platforms
2 Gordon Avenue Meadowview Business Estate East Linbro Park 2090	Private Bag x 10028 Edenvale 1610	<ul style="list-style-type: none"> <li>▪ Telephone: (011) 879-6000</li> <li>▪ Facsimile: None</li> <li>▪ Email: POPI@motusparts.co.za</li> <li>▪ Website: www.motusparts.co.za</li> </ul>

The PAIA Manuals held at the MAP Head Office can be accessed during normal business hours.

### (c) D3: The Information Regulator

The General Guide on how to exercise any right under PAIA can be obtained, upon request, from the Information Regulator through the following avenues:

- **Physical Address:** JD House | 27 Stiemens Street | Braamfontein | Johannesburg | 2001
- **Postal Address:** P.O. Box 31533 | Braamfontein | Johannesburg | 2017
- **Telephone Number:** (010) 023-5207
- **Email address:** infoereg@justice.gov.za
- **Website:** www.justice.gov.za/infoereg

The current guide on how to use the Promotion of Access to Information Act 2 of 2000 is available here:

[https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English\\_20210905.pdf](https://infoeregulator.org.za/wp-content/uploads/2020/07/PAIA-Guide-English_20210905.pdf)

## D2: The process to Follow

A request for access to records may be made by a **natural or a juristic person** requiring the records **for the exercise or protection of any right**. If a public body lodges a request the public body must be acting in the public interest.

Requests in terms of PAIA shall be made:

- In the prescribed form (see **Annexure A**);
- Follow the prescribed procedures; and
- Against payment of prescribed fees as described in **Section J** of this manual.

## E1: Motus Holdings

Motus Holdings Limited is a diversified business in the automotive sector, incorporated in 2017 and based in Bedfordview, (South Africa), with unrivalled scale and scope in South Africa. It was unbundled from Imperial Holdings and listed on the JSE in November 2018, and has a selected international presence - primarily in the United Kingdom and Australia. Motus' unique business model is fully integrated across the automotive value chain through its four key business segments namely:

- (a) Import and Distribution
- (b) Retail and Rental
- (c) Motor-related Financial Services, and
- (d) Aftermarket Parts

## E2: Motus Aftermarket Parts

The Aftermarket Parts segment distributes, wholesales, and retails aftermarket parts, tools and accessories for vehicles. This is accomplished through various sites in Southern Africa, Europe as well as distribution centres in Asia. While a summary of the landscape of the organisation is laid out below, please refer to *Annexure C* of this manual for a complete list of all the entities and branches that make up what is Motus Aftermarket Parts.

MAP's footprint is as follows:

### (a) In the Continent

- (i) The **South African** footprint is comprised of a combination of various sites in the following disciplines in business:
  - Retail (included are selected retail shops under the brand names Midas and Suburban Motor Spares)
  - Wholesale
  - Regional Distribution Centres
- (i) In **Zimbabwe**

Motus Aftermarket Parts holds a 49% share in the *Wholesale Spares*, and established entity that supplies original parts to the retail and workshop market in Zimbabwe. Wholesale Spares is a first-tier supplier to the Zimbabwe motor industry through its 4 sites spread across the country.
- (ii) In **Mozambique**

The organisation also has a 49% stake in 2 sites of the *Midas* franchise located in Mozambique. This franchise, like its South African counterpart, offers various product ranges from vehicle parts and accessories through to lifestyle equipment.

### (b) In the East

- (i) **China:** MAP, through Motus Capital, has a 100% shareholding in *MTS*, a distribution centre located in Pudong, Shanghai.
- (ii) **Taiwan:** Motus Aftermarket Parts also holds a 60% share in *ARCO*, an established professional engine parts exporter with fully operational sales and warehousing facilities in Taichung, a city located in central Taiwan.

### (c) In the United Kingdom

- (i) **Bedfordshire** MAP holds the entire share capital of in *FAI Automotive plc* (FAI), acquired through Motus' wholly-owned United Kingdom-based subsidiary, Motus Holdings (UK) Limited.
- (ii) **Essex:** Motus Aftermarket Parts also holds a 100% share in *Motor Parts Direct (Holdings) Limited*, a business-to-business parts distribution business with over 180 branches nationwide.



### E3: The Head of MAP

Motus Aftermarket Parts is a private body as defined in PAIA and POPIA and is headed by **Mr. Niall Lynch** in his official capacity as the **Chief Executive Officer** of the organisation.

### E4: The Information Officer of MAP

**Ms. Nontsikelelo Radebe**, in her capacity as the **Chief Specialist: Risk and Sustainability** of MAP, was appointed by the former CEO of Motus Aftermarket Parts, Mr. Malcolm J. Perrie, as the Information Officer for Motus Aftermarket Parts. As such, he delegated to Ms. Radebe the duties of Information Officer as contemplated in both PAIA and POPIA.

**F1: Records available in terms of any other Legislation**

Certain records held by MAP are available in terms of legislation other than PAIA. The specific records which are available in terms of such legislation are set out herein and may, in certain instances, only be accessed by the persons specified in the relevant legislation.

<ul style="list-style-type: none"> <li>Administrative Adjudication of Road Traffic Offences Act 46 of 1998</li> <li>Advertising on Roads and Ribbon Development Act 21 of 1940</li> </ul>	<ul style="list-style-type: none"> <li>Basic Conditions of Employment Act 75 of 1997</li> <li>Bills of Exchange Act 34 of 1964</li> <li>Broad-Based Black Economic Empowerment Act 53 of 2003</li> </ul>
<ul style="list-style-type: none"> <li>Companies Act 71 of 2008</li> <li>Compensation for Occupational Injuries and Diseases Act 130 of 1993</li> <li>Competition Act 89 of 1998</li> <li>Constitution of the Republic of South Africa Act 108 of 1996</li> <li>Consumer Protection Act 68 of 2008</li> <li>Copyright Act 98 of 1978</li> <li>Criminal Procedure Act 51 of 1977</li> <li>Currency and Exchanges Act 9 of 1933</li> <li>Customs and Exercise Act 91 of 1964</li> </ul>	<ul style="list-style-type: none"> <li>Electronic Communications and Transactions Act 25 of 2000</li> <li>Employment Equity Act 55 of 1998</li> <li>Environment Conservation Act 73 of 1989</li> </ul>
<ul style="list-style-type: none"> <li>Financial Advisory and Intermediary Services Act 37 of 2002</li> <li>Financial Intelligence Centre Act 38 of 2001</li> <li>Financial Markets Act 19 of 2012</li> <li>Financial Sector Regulation Act 9 of 2017</li> <li>Firearms Control Act 60 of 2000</li> </ul>	<ul style="list-style-type: none"> <li>Income Tax Act 58 of 1962</li> <li>Insurance Act 18 of 2017</li> </ul>
<ul style="list-style-type: none"> <li>Labour Relations Act 66 of 1995</li> </ul>	<ul style="list-style-type: none"> <li>Medical Schemes Act 131 of 1998</li> </ul>
<ul style="list-style-type: none"> <li>National Building Regulations and Building Standards Act 103 of 1997</li> <li>National Credit Act 34 of 2005</li> <li>National Environmental Management Act 107 of 1998</li> <li>National Environmental Management: Air Quality Act 39 of 2008</li> <li>National Road Traffic Act 93 of 1996</li> <li>National Water Act 36 of 1998</li> </ul>	<ul style="list-style-type: none"> <li>Occupational Health and Safety Act 85 of 1993</li> </ul>
<ul style="list-style-type: none"> <li>Patents Act 57 of 1978</li> <li>Pension Funds Act 24 of 1956</li> <li>Prescription Act 68 of 1969</li> <li>Prevention and Combating of Corrupt Activities Act 12 of 2004</li> <li>Prevention of Organised Crime Act 121 of 1998</li> <li>Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000</li> <li>Protected Disclosures Act 26 of 2000</li> <li>Protection of Constitutional Democracy Against Terrorist and Related Activities Act 33 of 2004</li> <li>Protection of Personal Information Act 4 of 2013</li> </ul>	<ul style="list-style-type: none"> <li>Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002</li> </ul>
<ul style="list-style-type: none"> <li>Second-Hand Goods Act 6 of 2009</li> <li>Skills Development Act 97 of 1998</li> <li>Skills Development Levies Act 9 of 1999</li> <li>South African Reserve Bank Act 90 of 1989</li> </ul>	<ul style="list-style-type: none"> <li>Tax Administration Act 28 of 2011</li> <li>The South African National Roads Agency Limited and National Road Act 7 of 1998</li> <li>Trademarks Act 194 of 1993</li> <li>Transfer Duty Act 40 of 1949</li> </ul>
<ul style="list-style-type: none"> <li>Unemployment Insurance Act 63 of 2001</li> <li>Unemployment Insurance Contributions Act 4 of 2002</li> </ul>	<ul style="list-style-type: none"> <li>Value Added Tax Act 89 of 1991</li> </ul>

## F2: Categories & Description of Records Held

The following is a list of the subjects on which MAP holds records and the categories into which these records fall. The procedure in terms of which such records may be requested from MAP is set out in Section H of this manual.

The records listed below will not, in all instances, be provided to a requester who requests them in terms of PAIA. The Requester has to show that he or she has the right, in terms of PAIA, to be given access to the records in question.

Category	Description
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Applicable statutory documents</li> <li>▪ Statutory returns to relevant authorities</li> </ul>
<b>Corporate Governance</b>	<ul style="list-style-type: none"> <li>▪ Codes of Conduct</li> <li>▪ Corporate Social and Investment records</li> <li>▪ Minutes of meetings (<i>Executive Committee &amp; Other Committees</i>)</li> <li>▪ Legal compliance records</li> <li>▪ Policies</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>▪ Accounting records (<i>Debtors, Creditors, Insurance, Travel</i>)</li> <li>▪ Asset registers</li> <li>▪ Auditors' reports (<i>external audits</i>)</li> <li>▪ Bank statements (<i>And related records &amp; documents</i>)</li> <li>▪ Insurance records &amp; documentation</li> <li>▪ Financial statements (<i>Interim &amp; Annual</i>)</li> <li>▪ Fleet Additions &amp; Disposals (<i>Registration &amp; Licensing docs, Offers to Purchase, Proof of Payments</i>)</li> <li>▪ SA Returns (<i>Tax &amp; Statistics SA</i>)</li> <li>▪ Tax records (<i>Company, PAYE &amp; VAT</i>)</li> </ul>
<b>Human Capital</b>	<ul style="list-style-type: none"> <li>▪ Conditions of employment (<i>Leave, salaries, overtime, bonuses, medical aid &amp; other benefits</i>)</li> <li>▪ Employee information (<i>Tax, CV's &amp; related information, Loans, Correspondence, Statistics</i>)</li> <li>▪ Employee records (<i>Staff listings, Personal details, Disciplinary records, Evaluation records</i>)</li> <li>▪ Fund information (<i>Group life assurance, Disability income protection, UIF, Provident funds</i>)</li> <li>▪ Policies &amp; Codes (<i>Disciplinary, Conduct, Performance, Use of company resources, B-BBEE, SETA</i>)</li> <li>▪ Procedures (<i>Appeals, Grievance, Disciplinary, Industrial Relations</i>)</li> <li>▪ Recruitment &amp; Retention (<i>Advertising of roles, Appointments, Contracts, Promotions</i>)</li> <li>▪ Remuneration (<i>Policies, Records, Payslips</i>)</li> <li>▪ Training (<i>Induction &amp; Learnerships, Agreements, Records, Statistics, Schedules &amp; Material</i>)</li> <li>▪ Workplace plans (<i>Skills plans, Succession planning</i>)</li> </ul>
<b>Information Technology</b>	<ul style="list-style-type: none"> <li>▪ Computer Software</li> <li>▪ Support &amp; Maintenance agreements</li> <li>▪ Records regarding systems &amp; programs (<i>Access, Breach, Down-time, Recoveries, Tests</i>)</li> </ul>
<b>Marketing &amp; Advertising</b>	<ul style="list-style-type: none"> <li>▪ Firm publications</li> <li>▪ Logos and other Artwork</li> <li>▪ Trademark certificates</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>▪ Supplier information (<i>Lists, Details, Agreements</i>)</li> <li>▪ Access control records (<i>Authorisations, History</i>)</li> <li>▪ Fleet management (<i>Vehicle &amp; Fuel card assignments</i>)</li> <li>▪ Property lease agreements</li> </ul>
<b>Risk Office</b>	<ul style="list-style-type: none"> <li>▪ Audit records - Occupational Health &amp; Safety</li> <li>▪ Audit records – Internal Controls reviews</li> <li>▪ Corporate Social Investment records</li> </ul>

### F3: Categories of Records available without Formal Request

No notices relating to MAP have been published by the Minister in terms of section 52(2) of PAIA.

Certain records are available without the formal request procedures set out in PAIA and detailed in Section F of this manual. This information may be inspected, collected, purchased or copied (at the prescribed fee for reproduction) at the MAP Head Office. Some information can also be accessed on the MAP website.

These records include:

Category	Description
<b>MAP Business Review</b>	<ul style="list-style-type: none"><li>▪ A detailed description of the business that is MAP</li><li>▪ Corporate leadership</li><li>▪ B-BBEE Certificate &amp; Annexures</li></ul>
<b>Group Trading Entities</b>	<ul style="list-style-type: none"><li>▪ Franchise &amp; Agencies</li><li>▪ Investments</li><li>▪ Owned retail</li><li>▪ Regional &amp; International Distribution</li><li>▪ Special workshops &amp; Products</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>▪ Cookie policy</li><li>▪ Privacy Statement</li><li>▪ PAIA Manual</li></ul>
<b>Marketing &amp; Communication</b>	<ul style="list-style-type: none"><li>▪ Industry news</li><li>▪ Press statements</li><li>▪ Product and Promotional Information</li></ul>

### F4: Off-site storage of Documents

Certain records have been stored by the organisation in off-site facilities. These facilities have controlled access points to which specific individuals within the organisation are privy to.

These documents, although available without the formal request procedures set out in PAIA and detailed in **Section I** of this manual, will be subjected to the organisational checks, balances and controls that are afforded to the related documents.

The documents held by Aftermarket Parts have been stored as follows:

Entity	Storage Facility On site?	Storage Facility Off-site?
Aftermarket Parts (Head Office)	Yes	Yes
Alert Engine Parts	Yes	Yes
Midas Retail	Yes	No

(Some information can also be accessed on the MAP website.)

### (a) Associations

The operations of Motus Aftermarket Parts are overseen and regulated by the following Associations:

- (i) SABS - South African Bureau of Standards
- (ii) MIOSA - Motor Industry Ombudsman of South Africa
- (iii) MTA - Motor Trade Association (Zimbabwe)
- (iv) SANS - South African National Standards

### (b) Unions

In addition, the organisation has recognised the membership of its employees to the following Unions:

- (i) MIBCO - Motor Industry Bargaining Council
- (ii) MISA - Motor Industry Staff Association
- (iii) NUMSA - National Union of Metalworkers of South Africa

## H1: The Purpose of Processing

Motus Aftermarket Parts processes personal information for various lawful purposes:

- permitted by Section 11(1) of POPIA, and
- authorised in
  - Part B of Chapter 3 of POPIA governing the processing of Special Information, and
  - Part C of Chapter 3 of POPIA governing the processing of Children's information.

### (a) Employees, Customers and Suppliers

MAP processes personal information in order to fulfil its responsibilities to customers, employees, suppliers and other natural or juristic persons across its five business disciplines, as set out in Section C above.

The personal information is processed in order to:

- (i) Maintain their records
- (ii) Respond to their enquiries and complaints
- (iii) Inform them of new products, services or offerings

### (b) Ordinary course of Business

This information is processed for various purposes during the ordinary course of business, some which are to:

- (i) To transact with Motus' suppliers and business partners;
- (ii) To comply with legislative, regulatory, risk and compliance requirements (including directives, sanctions and rules), voluntary and involuntary codes of conduct and industry agreements or to fulfil reporting requirements and information requests
- (iii) Including those for:
  - Recruitment, employment and/or apprenticeship purposes
  - General administration, financial and tax purposes
  - Legal or contractual purposes
  - Health and safety purposes

### (c) Ease and efficiency of Operations

The manner in which efficiencies are built into the organisation's processes require that MAP processes personal information in order to:

- (i) Assist in the improvement of the quality of its products and/or services
- (ii) Secure and manage access to MAP's premises and facilities
- (iii) Identify offerings which might be of interest to data subjects and to inform them about MAP's offerings

### (d) In order to remain a Going Concern

The processing of financial information assists Motus Aftermarket Parts:

- (i) Detect, prevent and report theft, fraud, money laundering and other crimes. This may include the processing of special personal information, e.g., alleged criminal behaviour, or the supply of false, misleading or dishonest information
- (ii) Enforce and collect on any agreement when MAP needs to recover debts.

## H2: Categories of Data Subjects and Related PI

### Categories of Data Subjects

### Personal information ( and special information) processed

<b>Customers, Potential Customers and Previous Customers</b>	Name ▪ Identity number ▪ Passport number ▪ Date of birth ▪ Citizenship ▪ Residence status Telephone number(s) ▪ Email address(es) ▪ Income tax numbers ▪ Physical address ▪ Postal address ▪ Financial information ▪ Banking information
	Customer vehicle information
	Customer contact information
<b>Distributor, Wholesale, Retail and Franchises</b>	Personal information of the partner/manager including: Name ▪ identity number ▪ contact details
<b>Employees (previous and existing)</b>	Name ▪ Identity number ▪ Passport number ▪ Date of birth ▪ Citizenship ▪ Residence status Telephone number(s) ▪ Email address(es) ▪ Income tax numbers ▪ Physical address ▪ Postal address ▪ Financial information ▪ Banking information ▪ Medical information ▪ Beneficiary information
	Pension information ▪ Provident Fund information
	Payroll records
	Physical access records ▪ Electronic access records
	Time records ▪ Attendance records
	Video records
	Performance records
	Disciplinary procedures
	Employment contracts
	Disability information
	Training records
	Employment history ▪ Background checks ▪ Criminal checks
	Name ▪ Identity number ▪ Contact details ▪ Bank details
<b>Suppliers &amp; Service Providers</b>	Name ▪ Identity number ▪ Contact details ▪ Bank details
<b>Job applicants</b>	Curricula vitae ▪ Application forms
	Background checks ▪ Criminal record checks
	Employee education ▪ Psychometrics records
<b>Visitors</b>	Physical access records ▪ Electronic access records
	Video records

### H3: Recipients to whom PI may be Supplied

Motus Aftermarket Parts may share the personal information of data subjects for any of the purposes outlined above with the following:

- (a) Motus, its South African subsidiaries and their divisions, and any subsidiaries based in jurisdictions outside of South Africa;
- (b) Motus-authorized dealerships, rental companies and motor-related financial services;
- (c) Any operators who perform services on behalf of Motus Aftermarket Parts;
- (d) Other industry regulators in order to comply with any regulation passed under the relevant legislation, or any legal process
- (e) The Financial Sector Conduct Authority and the regulators appointed for the various financial sectors
- (f) Any applicable:
  - (i) medical aid funds,
  - (ii) pension funds,
  - (iii) provident funds,
  - (iv) credit bureau, and/or
  - (v) recruitment companies

### H4: Sharing Personal Information

In the event that MAP is the responsible party for personal information that is to be shared, before that personal information is shared, the following process will be followed:

- (a) MAP will conclude a written contract with the Operator
- (b) MAP will require that the Operator
  - (i) establish and maintain appropriate technological and organisational measures
  - (ii) to protect against
    - o unauthorised access, or
    - o processing of the personal information, and
    - o against loss of,
    - o damage to, and
    - o the unauthorised destruction of personal information.

### H5: Planned trans-border flows of Personal Information

MAP will only transfer personal information across South African borders to foreign countries, if:

- (a) it is necessary to comply with legislation,
- (b) the transfer is necessary for the conclusion or performance of a contract of which data subjects may be parties,
- (c) it protects the legitimate interest of the data subject, or
- (d) is necessary for MAP to pursue its legitimate interests, or that of a third party to which the data is supplied.

Before transferring personal information across a South African border to a foreign country MAP will take steps to ensure that recipients of trans-border personal information are bound by laws or agreements that provide an adequate level of protection and uphold principles for reasonable and lawful processing of personal information in terms of POPIA.

If MAP relies on the legitimate interest of a data subject, prior to transferring personal information cross border, it will conduct a legitimate interest assessment.

### H6: Security Safeguards

MAP complies with POPIA in protecting the integrity and confidentiality of personal information. In doing so, it has due regard to generally accepted information security practices and procedures.



## I1: Completion of Access Request Form

Any individual or interested party (hereafter called the Requester) may, in terms of Section 50 of PAIA, request access to records held by MAP.

### (a) To request access to a record held by MAP:

1. A Requestor must complete the form annexed to this manual marked "**Annexure A**".
2. The Requestor must provide **sufficient detail** on the prescribed form to allow MAP to identify
  - (i) The record(s) that have been requested and
  - (ii) The identity of the requester.
3. If a request is made on behalf of another person or entity, the Requestor must submit details and proof of the capacity in which the request is being made, which must be reasonably satisfactory to Motus Aftermarket Parts.
4. The Requestor is also required to:
  - (i) indicate the form of access to the relevant records that is required,
  - (ii) provide applicable contact details in the Republic of South Africa.
  - (iii) identify the right that is being sought to be exercised by accessing the records held by MAP, and
  - (iv) explain why the particular record or records requested is or are required for the exercise or protection of that right.

### (b) In order to allow for a timely response by MAP to requests for access to information, the following guidelines should be followed:

1. The access request form must be completed in **FULL** and in **BLOCK** letters
2. Proof of identity will be required to authenticate the identity of the Requester  
(A certified copy of the Requester's ID must be supplied)
3. Provide explanation of which requested record is required for the exercise or protection of that right
4. Should a question not apply or should there be nothing to disclose, "N/A" must be stated in response to that question.
5. Should there be insufficient space of a printed form, additional information may be provided on a separate page to be attached to the form.

## I2: Right of Refusal

MAP may, and must, in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA which include that:

- (a) Access that would result in the **unreasonable disclosure** of personal information about a third party,
- (b) It is **necessary to protect**
  - (i) the commercial information of a third party or of MAP itself,
  - (ii) the confidential information of a third party,
  - (iii) the safety of individuals or property
- (c) A record constitutes **privileged information** for the purpose of legal proceedings, and
- (d) It is necessary to **protect the research information** of a third party or Motus itself.
- (e) Access to documents may also be refused based on **professional privilege**.

### I3: Response by MAP

- (a) MAP is required to inform the Requester in writing of its decision in relation to a request in the form of a reply as set out in **Annexure B**.
- (b) Should the Requester wish to be informed of its decision in another manner as well, this must be set out in the request and the relevant details included.
- (c) MAP will make a decision in relation to a request for records **within 30 days** of receiving it, unless third parties are required to be notified of the request, or the 30-day period is extended as provided for in PAIA. MAP will notify the requester if the 30-day period for processing a request is to be extended.
- (d) Where a request is refused, the Requester may submit a complaint in writing to the Information Regulator **within 180 days of being informed** of the refusal of the request, in the prescribed manner and form for appropriate relief.
- (e) A Requester may only lodge an application to the Court after exhausting the Information Regulator complaints procedure. The Requester may apply to the Court **within 180 days of the decision** of the Information Regulation in the prescribed manner and form for appropriate relief. The Court will determine whether the records should be made available or not.

The fees payable by the Requesters to enable access to information is described in the table below:

The Information Officer, whose contact details are available at **Sections D and E** of this manual, will be able to assist if so required.

		Amount		Condition
1 Admin				
1.2	Request fee payable by every requester	R	140.00	
1.2	Postage, e-mail or any other electronic transfer	Actual expense (if any)		
2 Copies				
2.1	Photocopy of A4-size page	R	2.00	Per A4-size page (or part thereof)
2.2	Printed copy of A4-size page	R	2.00	Per A4-size page (or part thereof)
3 Computer-readable Copies				
3.1	Copy on a flash drive	R	40.00	Flash drive to be provided by the Requester
3.2	Copy on a compact disc	R	40.00	If compact disk is provided <b>by</b> the Requester
3.3	Copy on a compact disc	R	60.00	If compact disk is provided <b>to</b> the Requester
4 Visual Images				
4.1	Transcription per page	Service to be outsourced. The final cost will depend on quotation from the service provider.		
4.2	Copy per page			
5 Audio Records				
5.1	Transcription of an audio record	R	24.00	Per A4-size page (or part thereof)
5.2	Copy on a flash drive	R	40.00	Per A4-size page (or part thereof)
5.3	Copy on a compact disc	R	40.00	If compact disk is provided <b>by</b> the Requester
5.4	Copy on a compact disc	R	60.00	If compact disk is provided <b>to</b> the Requester
6 Searches				
6.1	Search and prepare the record for disclosure	R	145.00	For each hour or part of an hour (excluding the first hour) - reasonably required for such search and preparation. <b>- to not exceed a total of R435</b>
6.2	Deposit – if the search exceeds 6 hours	One third of amount per request, (calculated in terms of the costs listed in points 2 to 5 above)		

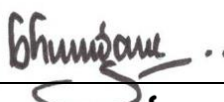
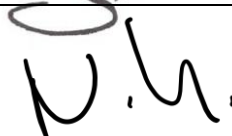
The Minister has not prescribed that any further information must be contained in this manual.

## SECTION Z: Document Information

## Z1: Version Control

Version	Date	Author	Action(s)
1.0	27 June 2021	GM: Risk, Compliance & Sustainability	First PAIA Manual
2.0	31 July 2022	GM: Risk, Compliance & Sustainability	Revised listing of entities in the MAP universe
3.0	14 May 2025	Chief Specialist: Risk & Sustainability	<ul style="list-style-type: none"> <li>- Update of the division's CEO</li> <li>- Removal of the Canopies business from the MAP umbrella</li> <li>- Revised listing of entities in the MAP universe</li> <li>- Update to Annexure A</li> <li>- Addition of Annexure B</li> </ul>

## Z2: Document Acceptance

For Motus Aftermarket Parts	Name	Signature	Date
Chief Specialist: Risk & Sustainability	Nontsikelelo Radebe		19 May 2025
Chief Executive Officer (MAP Global)	Niall Lynch		19 May 2025

**REQUEST FOR ACCESS TO A RECORD HELD BY  
MOTUS AFTERMARKET PARTS (MAP)**

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

## 1. PARTICULARS OF PRIVATE BODY

Postal address	Physical address	Information Officer contact details	
The Information Officer	The Information Officer	Name	Nontsikelelo Radebe
Motus Aftermarket Parts	Motus Aftermarket Parts	Tel No.	(011) 879-6000
Private Bag x 10028	2 Gordon Avenue	Email	POPI@Motusparts.co.za
Edenvale	Meadowview Business Park East		
1610	Linbro Park, 2090		

## 2. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD

- The particulars of the person who requests access to the records must be recorded below.
- Furnish an address and/or fax number in the Republic of South Africa to which information must be sent.
- Proof of capacity in which the request is made, if applicable, must be attached.

Surname		Identity Number	
Full names			
Email address			
Street address		Postal address	
Mobile number	Landline (work)	Fax number	Contact Number (Other)
Capacity in which request is made, when made on behalf of another person			
<b>Important:</b> If authorised under a resolution or power of attorney, provide the resolution or power of attorney with this request			

### 3. PARTICULARS OF PERSON ON WHOSE BEHALF A REQUEST IS MADE

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

Surname		Identity Number	
Full names			
Email address			
Street address		Postal address	
Mobile number	Landline (work)	Fax number	Contact Number (Other)
Capacity in which request is made, when made on behalf of another person			

### 4. PARTICULARS OF RECORD REQUESTED

- 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.
- If the space provided is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

Description of record or relevant part of the record	Reference number, if available
Any further particulars of record	

### 5. TYPE OF RECORD

Type of record or relevant part of the record	Indicate with "x"
Record is in written or printed form	
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

## 6. FORM OF ACCESS TO RECORD

Type of record or relevant part of the record	Indicate with "x"
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

## 7. MANNER OF ACCESS

Type of record or relevant part of the record	Indicate with "x"
Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share / file transfer	
Preferred language (Please note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	
Afrikaans	English
isiNdebele	sePedi
seSotho	seSwati
xiTsonga	seTswana
tshiVenda	isiXhosa
Isi Zulu	

## 8. 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.
Is the information requested personal information of the requestor or the person on whose behalf the request is made?
<input type="checkbox"/> Yes <input type="checkbox"/> No
If the request for any record is not for personal information, indicate which right is to be exercised or protected
If the request for any record is not for personal information, explain why the requested record is required for the exercising or protecting the aforementioned right

## 9. FEES

<ul style="list-style-type: none"><li>▪ A request fee must be paid before the request will be considered.</li><li>▪ You will be notified of the amount of the access fee to be paid.</li><li>▪ 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.</li><li>▪ If you qualify for exemption of the payment of any fee, please state the reason therefor.</li></ul>
Reason for exemption from payment of fees

## 10. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing addressed to the email address indicated by you, whether your request has been approved or 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 \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

\_\_\_\_\_  
Signature Of Requester/Person On Whose Behalf  
Request Is Made



11. FOR OFFICIAL USE ONLY

Reference number	
Request received by <i>(Rank, Name and Surname of Information Officer)</i>	<b>Name:</b> <b>Surname:</b> <b>Position:</b>
Date received	
Applicable Access Fees	
Deposit paid (if any)	

**OUTCOME OF REQUEST AND OF FEES PAYABLE**  
**(Form 3)**  
 [Regulation 8]

1. If your request is granted the—

- (a) amount of the deposit, (if any), is payable before your request is processed; and  
 (b) requested record/portion of the record will only be released once proof of full payment is received.

Please use the reference number hereunder in all future correspondence.

Reference number: \_\_\_\_\_

TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Your request dated \_\_\_\_\_, refers.

**1. You requested:**

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.

**OR**

**2. You requested:**

Printed copies of the information

(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)

Written or printed transcription of virtual images

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

Transcription of soundtrack

(written or printed document)

Copy of information on flash drive (including virtual images and soundtracks)

Copy of information on compact disc drive (including virtual images and soundtracks)

Copy of record saved on cloud storage server

**3. To be submitted:**

Postal services to postal address

Postal services to street address

Courier service to street address

Facsimile of information in written or printed format (including transcriptions)

E-mail of information (including soundtracks if possible)

Cloud share/file transfer

Preferred language:

(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)

Kindly note that your request has been:

☐

Approved

☐

Denied

For the following reasons:

#### 4. Fees payable with your request

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive <i>To be provided by requestor</i>	R40.00		
(ii) Compact disc <i>If provided by requestor</i> <i>If provided to the requestor</i>	R40.00 R60.00		
For a transcription of visual images (per A4-size page)	Service to be outsourced.		
Copy of visual images	Will depend on the quotation of the service provider		
Transcription of an audio record, (per A4-size)	R24.00		
Copy of an audio record			
(i) Flash drive <i>To be provided by requestor</i>	R40.00		
(ii) Compact disc <i>If provided by requestor</i> <i>If provided to the requestor</i>	R40.00 R60.00		
Postage, e-mail, or any other electronic transfer:	Actual costs		
<b>TOTAL:</b>			

## Annex C1: South African Entities

## Afintapart

	Branch Name	Branch #	Province
1	Cape Town	A2	Western Cape
2	Durban	A4	Kwa-Zulu Natal
3	Polokwane	A5	Limpopo

	Branch Name	Branch #	Province
4	Epping (Old Maxifren CPT)	A9	Western Cape
5	Wadeville	WA	Gauteng

## Alert Engine Parts

	Branch Name	Branch #	Province
1	Bloemfontein	A7	Free State
2	Brackenfell	KE	Western cape
3	Cape Town	OD	Western cape
4	Durban (Briardene)	BR	Kwa-Zulu Natal
5	Durban (CBD)	DU	Kwa-Zulu Natal
6	East London	A3	Eastern Cape
7	East Rand	BK	Gauteng
8	George	GO	Western cape

	Branch Name	Branch #	Province
10	Johannesburg	JH	Gauteng
11	Nelspruit	A6	Mpumalanga
12	Ottery	OT	Western cape
13	Pietermaritzburg	PI	Kwa-Zulu Natal
14	Pinetown	IN	Kwa-Zulu Natal
15	Polokwane	LO	Limpopo
16	Port Elizabeth / Gqeberha	PR	Eastern Cape
17	Pretoria	PA	Gauteng

## Alert Afinta

	Branch Name	Branch #	Province
1	Boksburg	A1	Gauteng
2	Discount Oil (Oil Warehouse)	AB	North West
3	Witbank	AW	Mpumalanga
4	Rustenburg	DW	North West

	Branch Name	Branch #	Province
5	Krugerdsorp	KD	Gauteng
6	Musina	MU	Limpopo
7	Richard's Bay	RB	KwaZulu-Natal
8	Welkom	WE	Free State

## Head Offices

	Branch Name	Branch #	Province
1	Aftermarket Parts	50	Gauteng

	Branch Name	Branch #	Province
2	Midas Retail	56	Gauteng

## Motor Spares Stop

	Branch Name	Branch #	Province
1	Main Reef	70	Gauteng
2	Jane Furse	LJ	Limpopo
3	Spartan	ME	Gauteng

	Branch Name	Branch #	Province
4	Wynberg	MT	Gauteng
5	Mahikeng	MW	North West

## Parts Incorporated Africa

	Branch Name	Branch #	Province
1	Port Elizabeth	16	Eastern Cape
2	Durban (Riverhorse)	44	KwaZulu-Natal
3	Bloemfontein	53	Free State

	Branch Name	Branch #	Province
4	Pretoria	60	Gauteng
5	Cape Town	CA	Western Cape
6	Meadowview (warehouse)	MS	Gauteng

## Midas

	Branch Name	Branch #	Province
1	Uitenhage	13	Eastern Cape
2	George	18	Western Cape
3	East London	20	Eastern Cape
4	Mdantsane	22	Eastern Cape
5	King Williams Town	23	Eastern Cape
6	Bellville	31	Western Cape
7	Goodwood	34	Western Cape
8	Akals	41	Kwa-Zulu Natal
9	Ballito	42	Kwa-Zulu Natal
10	Nelspruit	63	Mpumalanga
11	Mega Main Reef	69	Gauteng
12	Krugersdorp	71	Gauteng
13	Ontdekkers	72	Gauteng
14	Centurion	73	Gauteng
15	Soshanguve	74	Gauteng
16	Matlabas	75	Limpopo
17	Onverwacht	76	Limpopo
18	Atteridgeville	AT	Gauteng
19	Bethlehem	BE	Free State
20	Boksburg	BG	Gauteng
21	Hazeyview	BH	Mpumalanga
22	Barberton	BM	Mpumalanga
23	Capricorn	CP	Limpopo
24	Delareyville	DE	North West
25	Rustenburg	DR	North West
26	Discount Town	DS	North West
27	Engineparts Turbochargers	EB	Free State
28	Elukwatini	EK	Mpumalanga
29	Elarduspark	EM	Gauteng
30	Estcourt	ES	Kwa-Zulu Natal
31	Scotty's Midas	FB	Free State
32	Colesburg	FC	Northern Cape
33	Latgro	FL	Free State
34	Zastron	FZ	Free State
35	Edenvale	GE	Gauteng
36	Gaydons	GM	Kwa-Zulu Natal
37	Wynberg	GW	Gauteng

	Branch Name	Branch #	Province
38	Hoedspruit	HM	Limpopo
39	Kairuz	KA	North West
40	Kuruman	KM	Northern Cape
41	Kroonstad	KR	Free State
42	Kabokweni	KS	Mpumalanga
43	Polokwane (Mega)	KW	Limpopo
44	Landros Mare	L1	Limpopo
45	Seshego	L7	Limpopo
46	Paledi	L8	Limpopo
47	Limpopo	L9	Limpopo
48	Polokwane	L9	Limpopo
49	Lichtenburg	LG	North West
50	Lebowakgomo / Body Shop	LL	Limpopo
51	Sibasa	LS	Limpopo
52	Middelburg	MD	Mpumalanga
53	Groblersdal	MG	Limpopo
54	Marble Hall	MH	Limpopo
55	Menlyn	ML	Gauteng
56	Mahikeng	MM	North West
57	Nylstroom	MN	Limpopo
58	Oudsthoorn	MO	Western Cape
59	Verwes (Zeerust)	MZ	North West
60	Quay	PE	Eastern Cape
61	Phokeng	PH	North West
62	Potchefstroom	PT	North West
63	Sasolburg	SA	Sasolburg
64	Silver Oaks	SI	Gauteng
65	Thabazimbi	TM	Limpopo
66	Musina	US	Limpopo
67	Vanderbijlpark	VA	Gauteng
68	Vereeniging	VE	Gauteng
69	Vryburg	VM	North West
70	Waterberg (Bela-Bela)	WB	Limpopo
71	Welkom	WL	Free State
72	Witbank	WM	Mpumalanga
73	Wolmaransstad	WO	North West
74	Outeniqua	YM	Western Cape

## Regional Distribution Centres

	Branch Name	Branch #	Province
1	Nelspruit	62	Mpumalanga
2	Cape Town	CR	Western Cape

	Branch Name	Branch #	Province
3	Johannesburg (Jet Park)	ER	Gauteng

## Suburban Spares

	Branch Name	Branch #	Province
1	Maitland	SR	Western Cape
2	Mitchell's Plain	SM	Western Cape

	Branch Name	Branch #	Province
3	Ottery	SO	Western Cape

## Annex C2: Foreign Entities

	Branch Name			Branch #	Region
Zimbabwe	1	Wholesale Spares		TIB	Bulawayo
	2	Wholesale Spares		GRS	Graniteside
	3	Wholesale Spares	MSS	Msasa	
	4	Wholesale Spares		WSS	Southerton
Mozambique	1	Midas Maputo		MMP	Maputo
	2	Midas Matola		MMT	Matola
The East	1	Motus Trading Shanghai		MTS	China (Shanghai)
	2	ARCO Motor Industry		ARC	Taiwan (Taichung)
United Kingdom	1	FAI Automotive plc		FAI	Bedfordshire
	2	Motor Parts Direct		MPD	Essex