

**INFORMATION MANUAL FOR THE SAPCOR GROUP OF
COMPANIES
IN TERMS OF
THE PROMOTION OF ACCESS TO INFORMATION ACT**

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1. PROCEDURE FOR OBTAINING ACCESS TO INFORMATION

Contact details

Any person who wishes to request any information from The Sapcor Group of Companies in order to protect or exercise a right may contact the Information Officer at the following contact details:

Postal address

The Information Officer
The Sapcor Group of Companies
P.O Box 2285
Wingate Park
0153

Physical address

5 Woodhill Park
948 St Bernard Street
Garsfontein
Pretoria
0042
Tel.: 012 998 8295
Fax: 012 998 8291
E-mail: sapcor@mweb.co.za
Website:
www.sapcor.co.za

Prescribed Access Form

A request for access to a record of The Sapcor Group of Companies must be made in the prescribed form to The Sapcor Group of Companies at the address, fax, or e-mail address provided above. See **Annexure A** for the prescribed form.

Requesters must

- a) provide sufficient particulars to enable the Information Officer to identify the record/s requested and must indicate who the requester is;
- b) indicate which form of access is required ;
- c) specify a postal address or fax number of the requester in RSA;

- d) identify the right exercised or to be protected and why the record is required to protect or exercise the right;
- e) where they need to be informed of the decision on the request in any other manner, state that manner and particulars to be so informed; and
- f) if the request is made on behalf of a person, submit proof of their capacity to do so to the Information Officer's satisfaction

2. THE SECTION 10 GUIDE ON HOW TO USE THE ACT

The Guide was compiled by the South African Human Rights Commission specifically to assist people to access records and exercise their right to information. The Guide is available in all South African official languages free of charge and any person may request a copy of the guide.

Please direct queries to:

The South African Human Rights Commission

PAIA Unit

2nd Floor Braampark Forum 3

33 Hoofd Street, Braampark Office Park

Braamfontein

Telephone: +27 11 877 3627

Fax: +27 11 403 0668

Website: www.sahrc.org.za

Contact: Chantelle Kisoona

E-mail: ckisoona@sahrc.org.za

3. TYPES OF RECORDS HELD BY THE SAPCOR GROUP OF COMPANIES

Requests for access to documents held by The Sapcor Group of Companies will be in accordance with the Act. The following records are available to the requester from the Sapcor Group of Companies office:

Human Resources Records

These include but are not limited to the following : Any personal records provided to The Sapcor Group of Companies by their personnel; any records a third party has provided to The Sapcor Group of Companies about any of their personnel; conditions of employment and other personnel-related contractual and quasi-legal records; internal evaluation records; and other internal records and correspondence.

Customer-related records

A customer includes any natural or juristic entity who receives services from The Sapcor Group of Companies.

Customer-related information includes but is not limited to the following:

Any records a customer has provided to a third party acting for or on behalf of The Sapcor Group of Companies ; any records a third party has provided to The Sapcor Group of Companies ; and records generated by or within The Sapcor Group of Companies pertaining to the customer, including transactional records.

Financial, IT and Operational records

This includes but is not limited to the following: Financial records; operational records; databases; information technology; marketing records; internal correspondence; product records; statutory records; internal policies and procedures; treasury-related records; securities and equities; and records held by officials of The Sapcor Group of Companies.

Other Parties

The Sapcor Group of Companies may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding companies, joint venture companies, service providers.

Alternatively, such other parties may possess records which can be said to belong to The Sapcor Group of Companies. The following records fall under this category: Personnel, customer or The Sapcor Group of Companies records which are held by another party as opposed to being held by The Sapcor Group of Companies;

and records held by The Sapcor Group of Companies pertaining to other parties, including without limitation financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors / suppliers.

Records available in terms of other legislation

The requester may also request information which is available in terms of legislation, such as the following:

Basic Conditions of Employment Act, Companies Act, Compensation for Occupational Injuries & Diseases Act, Employment Equity Act, National Credit Act, Pension Funds Act, Financial Services Board Act, Income Tax Act, Labour Relations Act, Unemployment Insurance Act, Long Term Insurance Act, Occupational Health and Safety Act, Promotion of Equality and Prevention of Unfair Discrimination Act, Electronic Communications and Transactions Act, Short Term Insurance Act, Skills Development Act, Skills Development Levies Act, South African Qualifications Authority Act, VAT Act, Financial Intelligence Centre Act, Financial Advisory and Intermediary Services Act, Protection of Constitutional Democracy Against Terrorist and related Activities Act.

4. THE REQUEST PROCEDURE

- The requester must use the prescribed form to make the request for access to a record to the above The Sapcor Group of Companies address, fax number or email address for the attention of the Information officer
- The Information officer will notify the requester of the prescribed fee (if any) payable before further processing the request
- A requester seeking access to a record containing their own personal information will not be charged a request fee
- The fee that the requester must pay to The Sapcor Group of Companies is R50. The requester may lodge an application to court against the tender or payment of the fee

- If the request is granted the requester will be accordingly notified and a further fee must be paid. This would be for the search, reproduction, preparation and time that exceed the prescribed hours to search and prepare the disclosure.

5. AVAILABILITY OF THE MANUAL

The manual is also available for inspection at The Sapcor Group of Companies office, free of charge, on the Sapcor Group of Companies website and copies are available at the South African Human Rights Commission.

ANNEXURE A

REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

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

(Act No. 2 of 2000)

[Regulation 10]

A. Particulars of private body

The Head: Sapcor Group of Companies

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone 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 person.

Full names and surname:

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 on 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

*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.*

b) You will be notified of the amount required to be paid as the request fee.

*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.*

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

Reasons 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:
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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 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 images	Copy of images*	Transcription of images*
3. If record consists of recorded words or information which can be reproduced in sound:			
	Listen to soundtrack		Transcription of soundtrack*

	(audio cassette)		(written or printed document)
4. if record is held on computer or in an electronic or machine-readable form:			
	Printed copy*		Printed copy of information derived from record*
			Copy in computer-readable form* (stiffy or compact disc)
<p>*If you requested a copy or transcription of a record (above), do you wish the copy or transcription be posted to you? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Postage is payable</p>			

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 of 20.....

.....

SIGNATURE OF REQUESTER / PERSON

ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE B

Fees in respect of private bodies

1. The fee for a copy of the manual as contemplated in regulation 9(2)(c) is R1, 10 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 11(1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stifty disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00

(ii) For a copy of an audio record 30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on -	
(i) stiffer disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) For purposes of section 54(2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	

- (3) The actual postage is payable when a copy of a record must be posted to a requester.