



Government Gazette

REPUBLIC OF SOUTH AFRICA

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M A N U A L S

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO

INFORMATION ACT (NO. 2 OF 2000)



AIDS HELPLINE: 0800-0123-22 Prevention is the cure

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PROMOTION OF ACCESS TO INFORMATION ACT

SECTION 51 MANUAL FOR MCCARTHY LIMITED

1 INTRODUCTION

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

2 MCCARTHY

McCarthy conducts business of a motor retailer and financial services. McCarthy supports the constitutional right of access to information and we are committed to provide you access to our records in accordance with the provisions of the Act.

3 AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.mccarthy.co.za) or by sending a request for a copy to the McCarthy Information Officer by email. The Manual may also be obtained from our head office, the South African Human Rights Commission ("SAHRC") or from the Government Printers. This Manual will be updated from time to time.

4 HOW TO REQUEST ACCESS TO RECORDS HELD BY MCCARTHY

Requests for access to records held by McCarthy must be made on the request forms (on payment of the prescribed fees) that are available from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doi.gov.za) (under "regulations").

Requests for access to records must be made to our Information Officer at the address, fax number or electronic mail address provided for below.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.

5 CONTACT DETAILS

Name of Private Body	McCarthy Limited ("McCarthy") Registration number: 1991/003245/06
Chief Executive Officer	S.G. Pretorius

Designated Information Officer	A. Alison
Email address of Information Officer	tonya@mccarthy.co.za
Postal address	P.O.Box 794 Durban 4000
Street address	5th Floor McCarthy Centre 203 North Ridge Road Morningside Durban
Phone number	031 - 268 9200
Fax number	031- 207 6294

6 HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

7 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Information is available in terms of the following legislation:

Income Tax Act 58 of 1962

Value Added Tax Act 89 of 1991

Labour Relations Act 66 of 1995

Basic Conditions of Employment Act 75 of 1997

Employment Equity Act 55 of 1998

Skills Development Levies Act 9 of 1999

Unemployment Insurance Act 30 of 1986

8 RECORDS HELD BY MCCARTY

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

8.1 Internal records

The following are records pertaining to McCarty's own affairs:

- Memorandum and Articles of Association
- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of the private body.

8.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of McCarty and receives or is entitled to receive any remuneration and any other person who assist in carrying out or conducting the business of McCarthy. This includes, without limitation, directors, executives, non-executives, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to the private body by their personnel;
- Any records a third party has provided to the private body 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.

8.3 Customer-related records

Customer-related information includes the following:

- Any records a customer has provided to a third party acting for or on behalf of the private body;
- Any records a third party has provided to the private body; and
- Records generated by or within the private body pertaining to the customer, including transactional records.

8.4 Other Parties

Records are kept in respect of other parties, including without limitation contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, service providers. Alternatively, such other parties may possess records which can be said to belong to the private body. The following records fall under this category:

- Personnel, customer or private body records which are held by another party as opposed to being held by the private body; and
- Records held by the private body pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

**THE SOUTH HUMAN RIGHTS COMMISSION
SECTION 14 MANUAL IN TERMS OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000**

English version

Introduction

In terms of section 14(1) of the Promotion of Access to Information Act 2 of 2000 each public body must compile a manual within six months after the commencement of the section. This is however subject to any extensions granted by the Minister of Justice and Constitutional Development.

Section 14 came into operation on the 15 February 2002 through Regulation No. 187 from the Department of Justice and Constitutional Development.

As prescribed by Regulation No. 187 such manuals must be printed in the *Government Gazette* in terms of Chapter 2 section 4(1)(b) of the Regulation No. 187.

The Manual for the South African Human Rights Commission, as a public body, is hereby published in terms of the abovementioned sections and regulations.

SECTION 14 MANUAL FOR THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION (SAHRC)

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2. PARTICULARS IN TERMS OF SECTION 14

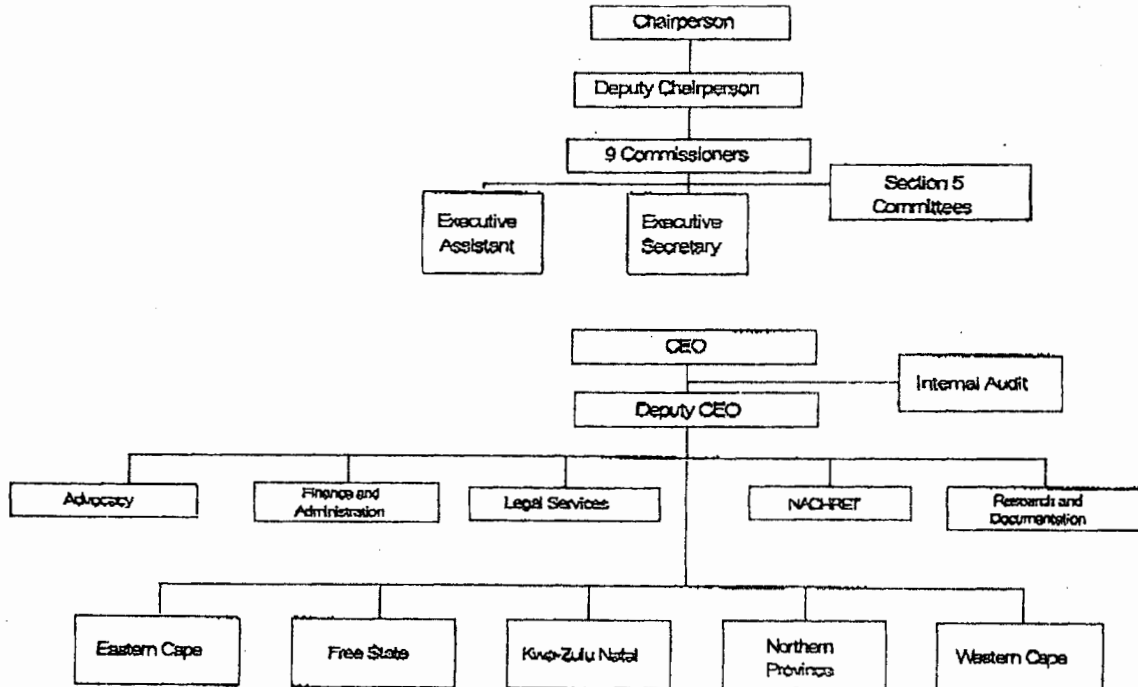
A. The functions and structure of the South African Human Rights Commission (SAHRC) [Section 14(1)(a)]

i. The functions of the SAHRC

The functions of the SAHRC as prescribed by section 184(1) of the Constitution (Act 108 of 1996) are:

184. (1) The South African Human Rights Commission must -
- (a) promote respect for human rights and a culture of human rights;
 - (b) promote the protection, development and attainment of human rights; and
 - (c) monitor and assess the observance of human rights in the Republic.

ii. A schematic diagram of the structure of the South African Human Rights Commission



iii The structure of the SAHRC

The SAHRC consists of a national office that is situated in Gauteng and various provincial offices that are situated in the Eastern Cape (Port Elizabeth), Free State (Bloemfontein), Kwa Zulu Natal (Durban), Northern Province (Polokwane) and in the Western Cape (Cape Town).

The SAHRC is made up of 7 Commissioners (including the Chairperson and Deputy Chairperson) and the Secretariat. The Full Time Commissioners are Ms Charlotte McClain, Mr Jody Kollapen (Deputy Chairperson), Dr Leon Wessels, Ms Shirley Mabusela (Chairperson), Mr Tom Manthata and Dr Zonke Majodina. Prof Karthy Govender is a Part Time Commissioner.

The Secretariat performs its functions through the various departments and is headed by the Chief Executive Officer, Ms Lindiwe Mokate, who is assisted by the Deputy CEO Mr Bongani Khumalo.

B. Contact details [Section 14(1)(b)]

Information officer:

Ms Lindiwe Mokate - CEO

requestsPAIA@sahrc.org.za

Deputy information officer:

Adv Tseliso Thipanyane - HOD Research
and Documentation Department

requestsPAIA@sahrc.org.za

General information:

Address: Boundary Road
Isle of Houghton- Wilds View
Entrance 1
Houghton
Johannesburg
2198

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-1360
Website: www.sahrc.org.za
General enquiries: PAIA@sahrc.org.za

C. The section 10 Guide on how to use the Act [Section 14(1)(c)]

The guide will be available from the South African Human Rights Commission by not later than August 2003.

D. Access to the records held by the SAHRC [Section 14(1)(d)]

i. Automatic disclosures [Section 14(1)(e)]

A notice in terms of section 15(2) describes the categories of records of the bodies that are available without a person having to request access in terms of the Act. Information for the SAHRC notice in terms of section 15(2) was not available at the time of publication of this manual.

Voluntary disclosures:

SAHRC publications

1. Reports
2. Booklets
3. Pamphlets
4. Posters
5. Newsletters

A comprehensive list is available on the SAHRC website: www.sahrc.org.za

ii. Records that may be requested [Sections 14(1)(d)]

Description of the subjects and categories of records held by the SAHRC:

RESEARCH AND DOCUMENTATION DEPARTMENT (Subject)

1. **MONITORING OF SOCIO- ECONOMIC RIGHTS (Category)**
 - Protocols (Sub-category)
 - Annual Economic and Social Rights Reports
 - Workshops and seminars
 - Papers
 - Conference reports
2. **LIBRARY SERVICES (Category)**
 - Books (Example of a record)
 - Other human rights documents

3. MONITORING OF THE IMPLEMENTATION OF THE EQUALITY LEGISLATION
 - Research reports
 - Conference reports
 - Socio- economic workshops
 - Records of meetings of the Equality Unit
4. MONITORING OF THE IMPLEMENTATION OF THE PROMOTION OF ACCESS TO INFORMATION ACT
 - Manuals of private and public bodies
 - Section 32 Reports
 - Annual Reports to the National Assembly
 - Records of Briefing of Training Sessions
 - Research reports
5. OTHER RESEARCH PROGRAMMES
 - Farming Communities Research Programme
 - Farming Communities Background Research Report
 - SAHRC Evaluation Process
 - Terms of reference
 - Funding proposals
 - Evaluation report

LEGAL SERVICES DEPARTMENT

1. COMPLAINTS (Category)
 - Records of complaints received on various human rights violations.
2. SUBPOENA HEARINGS
 - Socio- economic rights
 - Racism in the media
 - Complaints handling in respect of subpoena hearings
3. INQUIRIES
 - Prisons
 - Prisoners on death row
 - Various inquiries in respect of complaints handling
 - Media
 - Human Rights Violations in Farming Communities
 - Submissions
4. LITIGATION
 - Court cases
5. MEDIATION AND CONCILIATION
 - Records of various mediation and conciliation matters

6. RECORDS OF MEETINGS
 - Complaints Committee meetings

ADVOCACY DEPARTMENT

1. COMMUNICATIONS
 - Kaponong Newsletter
 - Annual Report of the SAHRC
 - Press releases
2. ROLL BACK XENOPHOBIA
3. CAMPAIGNS UNIT
4. OTHER CAMPAIGNS

TRAINING AND EDUCATION DEPARTMENT

1. NACHRET
 - Conferences
 - Workshops and seminars
 - Training
 - Funding proposals
 - Any other training and advocacy activities

FINANCE AND ADMINISTRATION

1. HUMAN RESOURCES
 - Policies on staff recruitment and other staff related policies
 - Employment records and other related policies
2. PROCUREMENT
 - Asset register
 - Procurement policies
3. FINANCIAL MANAGEMENT
 - Budgets
 - Strategic plans
 - MTEF submissions

COMMISSIONERS

1. Minutes of meetings of Commissioners and senior management
2. Plenary Reports
3. Records of workshops and conferences attended
4. Papers presented

iii. The request procedures

A requester must be given access to a record of a public body if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

Nature of the request:

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187- 15 February 2002 Form A].
- The requester must also indicate if the requester is for a copy of the record or if the requester wants to come in and look at the record at the offices of the public body. Alternatively if the record is not a document it can then be viewed in the requested form, where possible [s 29(2)].
- If a person asks for access in a particular form then the requester should get access in the manner that has been asked for. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 18(2)(e)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 18(2)(f)].
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee s22:

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

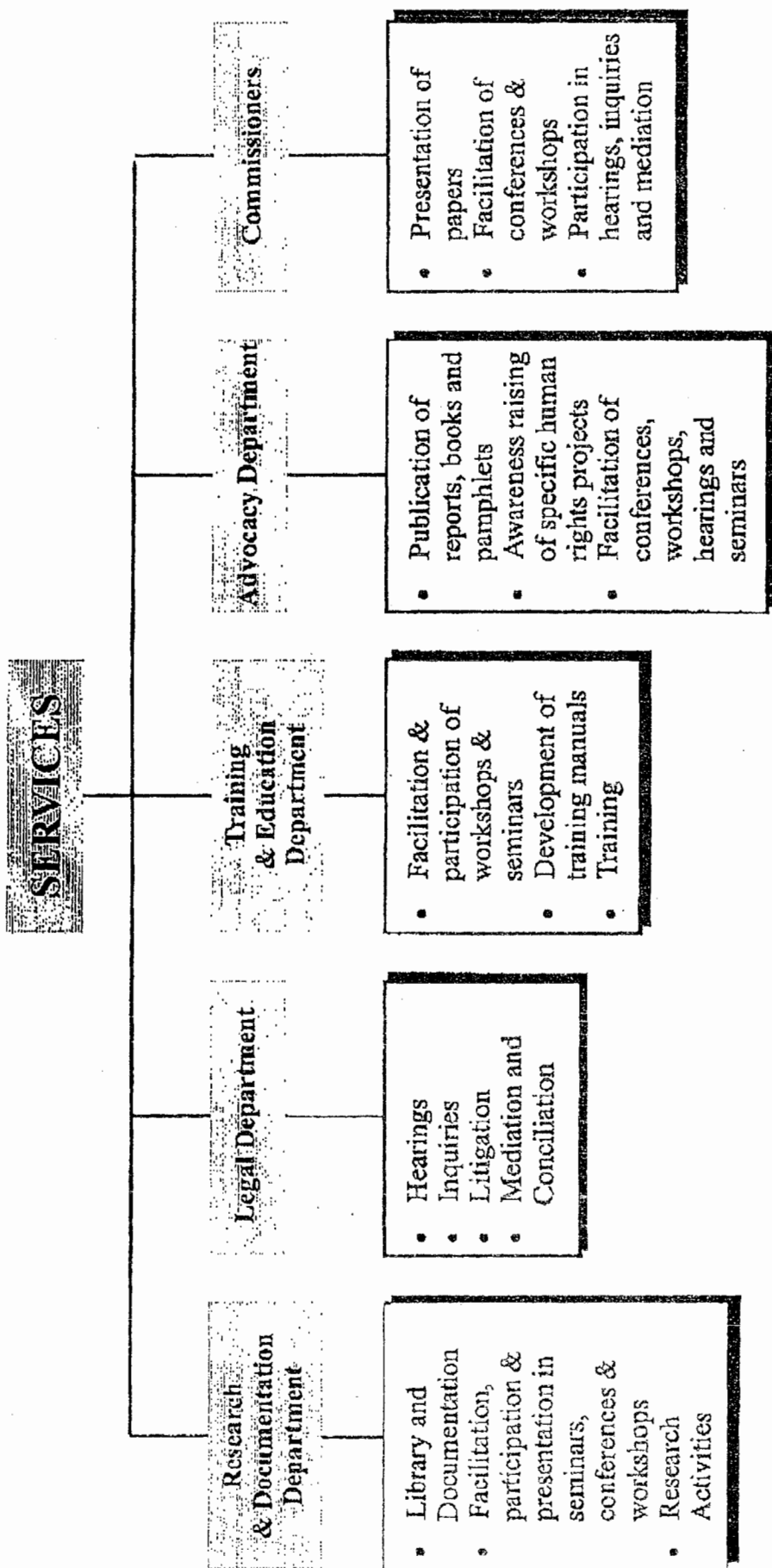
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.
- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

E. Services available [Section 14(1)(f)]

i. Nature of services

In the SAHRC these will include services such as: Legal Services, Research and Documentation, NACHRET and Advocacy.

See the diagram below.



ii. **How to gain access to these services**

To gain access to the services at SAHRC, requests must be made to the CEO of the SAHRC.

The Chief Executive Officer of the South African Human Rights Commission:

Ms L Mokate

Address: Boundary Road
Isle of Houghton - Wilds View
Entrance 1
Houghton
Johannesburg

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-1360
Website: www.sahrc.org.za
E-mail: lmokate@sahrc.org.za

F. **Arrangement allowing for public involvement in the formulation of policy and the exercise of power [Section 14(1)(g)]**

At the SAHRC, such arrangements for public involvement would include:

Section 5 Committees - in terms of the Human Rights Commission Act according to which persons to serve on such committees are appointed.

Hearings and workshops - the public may attend and make representations at these hearings and workshops.

Submissions and Reports - the Annual Report on Economic and Social Rights is open to the public for commentary before it's official submission.

Volunteers and Internship programmes - there is a recruitment policy in place for the recruitment of the public for such posts.

Consultants and contract researchers - Consultants' policy (if any) pertaining to recruitment.

G. The remedies available if the provisions of this Act are not complied with [Section 14(1)(h)]

The South African Human Rights Commission and other Chapter Nine Institutions (in terms of the Constitution of South Africa, Act 108 1996) does not have an internal appeal procedure like most other public bodies, the courts will have to be approached in such an instance. This would apply to any situation in which the requester wishes to appeal a decision made by the information officer. Although mention is made of internal appeal procedures, this is subject to such a mechanism actually being in place within a public body to facilitate such an internal appeal.

H. Other information as prescribed in terms of the Act [Section 14(1)(i)]

There is currently no information available from the Minister in terms of section 92 to be placed here.

I. Updating of the manual [Section 14(2)]

A public body must, if necessary, update and publish its manual referred to in subsection (1) of section 14, at intervals of not more than a year.

J. Availability of the manual [Section 14(3)]

Regulation 187 of 15 February 2002 prescribes in section 4(1) that the manual of a public body must be made available in the following manner:

A copy in each of the three official languages must be made available to every place of legal deposit as defined in section 6 of the Legal Deposits Act 1997; the South African Human Rights Commission; and every office of that public body.

The manual is to be published in three of the official languages in the *Gazette*.

The manual is to be made available on the website, if any, of the public body.

K. Request to the minister for the compilation of one manual [Section 14(4)(a) and Section 14(4)(b)]

If the functions of two or more public bodies are closely connected, the Minister may on request or of his or her own accord determine that the two or more bodies compile one manual only.

The public bodies in question must share the cost of the compilation and making available of such manual as the Minister determines.

L. Exemption by the Minister from any provision of this section for a determined period [Section 14(5)]

For security, administrative or financial reasons, the Minister may, on request or of his or her own accord by notice in the *Gazette*, exempt any public body or category of public bodies from any provision of this section for such period as the Minister thinks fit.

**THE SOUTH HUMAN RIGHTS COMMISSION
SECTION 14 MANUAL IN TERMS OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000**

Sepedi version

Introduction

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The Manual for the South African Human Rights Commission, as a public body, is hereby published in terms of the abovementioned sections and regulations.

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
Revision:	0		
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SECTION 51 MANUAL FOR FIDELITY SERVICES GROUP LTD

(Acknowledgement to SAHRC for the use of its blueprint on how to prepare the manual)

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(1) (C) AND 51 (1)]	36–38
I. THE LATEST NOTICE REGARDING THE CATEGORIES OF RECORDS OF	
THE BODY, WHICH ARE AVAILABLE WITHIN A PERSON HAVING TO	
REQUEST ACCESS IN TERMS OF THIS ACT IN TERMS OF SECTION 52 (2)	
[SECTION 51 (1) (C)]	
II. RECORDS THAT MAY BE REQUESTED	
REFERENCE TO LEGISLATION	ANNEXURE: A
RECORD RETENTION PERIODS	ANNEXURE: B
FIDELITY CORPORATE SERVICES	ANNEXURE: C
FIDELITY SPRINGBOK SECURITY SERVICES	ANNEXURE: D
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Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y CORPORATE SERVICES
Revision:	0		
Date:	14-08-2002		
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1. Introduction to Fidelity Services Group Ltd

Fidelity Services Group is a leading, privately owned and independent provider of cash management, security and cleaning services to all sectors of the South African economy.

The Group:

- Comprise an investment holding company and several trading subsidiaries. It ranks in the top ten largest trading entities in the industries in which it competes in the Southern Hemisphere. It is structured into the three principal services named above, as well as several secondary pillars of activity;
- Has a broad range of services, which provide clients with a one-stop shop for outsourcing their non-core activities. Its decentralised management structures engender entrepreneurship within the established support structures of the Group;
- Have traditional operational procedures that are constantly challenged by new technology, by new opportunities, and by new, energetic employees. It embraces the challenges of change and it has become an industry leader in pioneering new operational methodologies;
- Represented in Southern Africa by an entrenched brand name, which depicts precisely the meaning of the word, Fidelity.

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
Revision:	0		
Date:	14-08-2002		
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2. Contact Details

Physical address Group Head Office:

Fidelity Office Park
170 Grosvenor Road
Bryanston, 2021.

Postal Address Group Head Office:

Private Bag x 54
Bryanston, 2021

Telephone number: (011) 709 8000

3. The section 10 Guide on how to use the Act

The Guide will be available from the South African Human Rights Commission by

not later than August 2003: Please direct any queries to:

To South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.co.za

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y CORPORATE SERVICES
Revision:	0		
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4. Access to the records of Fidelity Services Group Ltd

I. Records which are automatically available

Until further refinement of records available will no records of Fidelity Services

Group be automatically available and therefore will all records be treated as having restricted access.

II. Records that may be requested

All the records of Fidelity Services Group will be treated as having restricted access.

In other words the Information Officer will only release records after careful consideration of applications, which complies with the procedural requirements as per the Act.

The following lists represent the relevant legislation for which records have to be retained, the retention periods as well as subjects of records retained by Fidelity Services Group Ltd and are based on records mentioned in our Quality Manuals as per ISO 9001 and our various Policies and Procedure Manuals.

These Record lists will be updated by the Record Managers with the co-operation of the various branches, on an ongoing basis (as per Section 51(2) of the Act) and forwarded to the Human Rights Commission as requested.

III. The request procedures

A. Form of request

- The requester must use the prescribed form to make the request for access to a record. This must be made out to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned (s 53(1)).

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
Revision:	0		
Date:	14-08-2002		
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- The requester must provide sufficient detail in the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed (s 53(2)(a) and (b) and (c)).
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right (s 53(2)(d)).
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body (s 53 (2)(f)).

B. Form of request

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fees:

- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request (s 22(1)).
- The fee that the requester must pay to a private body is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee (s 22(3)(b)).
- After the head of the private body has made a decision on the request, the requester must be notified in the required form [s 22

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y CORPORATE SERVICES
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- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the – rescr5bed h64rs t6 search and –re-are the rec6rd f6r d5sc36s4re [s 22(6)].

5. Other information as may be described (Section 51 (1) (f))

None

6. Availability of the manual (Section 51 (3))

This manual will be available at The Group Head office of Fidelity Services Group Ltd at the physical address as indicated under Contact details above as well as on its website at www.Fidelity.co.za

The manual will also be available at SAHRC at the address mentioned under point 3 above as well as the Government Gazette.

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y CORPORATE SERVICES
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7. 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) stiffy 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 -	

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y CORPORATE SERVICES
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- (i) stiffy 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.

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
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8. Prescribed forms

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:.....

B. Particulars of person requesting access to the record

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

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

Reference:	Fidelity Services Group -- Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
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- 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.

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:
------------------	---

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
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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:

<input type="checkbox"/>	Copy of record*	<input type="checkbox"/>	inspection of record
--------------------------	-----------------	--------------------------	----------------------

2. If record consists of visual images

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

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
--------------------------	-----------------	--------------------------	---------------------	--------------------------	---------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
--------------------------	--	--------------------------	---

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

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
--------------------------	-------------------------	--------------------------	---	--------------------------	---

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

Reference:	Fidelity Services Group – Section 51 Manual.	Fidelity Services Group SAHRC SECTION 51 MANUAL	F I D E L I T Y C O R P O R A T E S E R V I C E S
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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 atthisDay of20..

.....
SIGNATURE OF REQUESTER / PERSON

ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE A

Reference: Revision No: Date Page:	Legislation List Fidelity :2002-08-15 1 of 1	Fidelity Services Group Ltd Reference to applicable Legislation	F I D E L I T Y CORPORATE SERVICES
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Reference to Legislation	Legislation Description
	Reference to Acts
1	Standard practice
2	Companies Act No 61 of 1973 – Regulations for the Retention and preservation of Records.
3	Stamp Duties No 77 of 1968, Sections 23 (6)
4	Income Tax Act No. 58 of 1962, Sections 75(1) and (2)
5	Customs and Excise Act No 91 of 1964, Section 101 and Regulation 1.04 – Government Gazette No 4040 R17770 dated 5 October 1973.
6	Basic Conditions of Employment Act No. 75 of the 1997, Section 29 (4), 31(2). Manpower Training Act No. 56 of 1981, Section 44 (3). Unemployment Insurance Act No. 30 of 1966, Section 32(1). Wages Act No. 5 of 1957, Section 29 (3).
7	Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993 Section 81(2). (Departmental practice recommends a limit of seven years on the requirement to preserve records).
8	Occupational Health and Safety Act No. 85 of 1993 Section 8 (1)
9	Co-operative Act No. 91 of 1981 Section 237
10	Prescription Act No. 68 of 1969, Section 11 c. The effect of prescription is, that the rights resulting from a contract are no longer enforceable by direct legal action. But the rights themselves are not destroyed, because the corresponding obligation or debt remains as a natural obligation. Therefore for safety reasons, documents should be kept longer than the periods laid down in the Prescription Act; Moreover, these periods can be extended because of interruption or suspension of the prescription.
11	Close Corporation Act no.69 of 1984, Regulations
12	Insolvency Act No. 24 of 1936, Section 155 and Section 55 (1)
13	Value Added Tax Act No. 89 of 1991, Section 55 (1)
14	Guidance and Placement Act 62 of 1981, Section 15 (5)
15	Labour Relations Act No. 66 of 1995, Section 53 (4), 54 (1), 98 (4), 99:205(2)(a)
16	Transfer Duty Act No. 124 of 1993, Section 42
17	Mutual Banks Act No. 124 of 1993, Section 42
18	Stock Exchange Control Act No. 1 of 1985, Section 43

ANNEXURE: B

REFER ENCE: REVISI ON NO: DATE: PAGE:	RETENTION PERIODS FSG 0 2002-08-14 1 OF 6	FIDELITY SERVICES GROUP RETENTION PERIODS	FIDELITY CORPORATE SERVICES
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Form Title	Fidelity Retention Period*	Source of Information	Reference to Legislation
ACCOUNTING RECORDS			
Ancillary Books of Account	15 Years	Blue Book	2 & 4
Annual Financial Statements – Including Annual Accounts, Director's Report & Auditors Report	15 Years	Blue Book	2 & 4
Books of Account recording information required by the Act (Companies Act 61 of 1973)	15 Years	Blue Book	2 & 4
Cash Books	15 Years	Blue Book	2 & 4
Consolidation Schedules	15 Years	Blue Book	2 & 4
Creditors Ledgers	15 Years	Blue Book	2 & 4
Debtors Ledgers	15 Years	Blue Book	2 & 4
Fixed Asset Registers	15 Years	Blue Book	2 & 4
General Ledgers	15 Years	Blue Book	2 & 4
Journals	15 Years	Blue Book	2 & 4
Petty Cash Books	15 Years	Blue Book	2 & 4
Purchase Journals (with supporting documentation)	15 Years	Blue Book	2 & 4
Sales Journals	15 Years	Blue Book	2 & 4
Stock Records (Supporting records)	15 Years	Blue Book	2 & 4
Subsidiary Journals and Ledgers	15 Years	Blue Book	2 & 4
Supporting Schedules to Books of Account and ancillary books of account	15 Years	Blue Book	2 & 4
Cheques and Cheque Books	5 Years	Blue Book	4 & 13
Bills of Exchange	6 Years	Deloitte & Touche	10
Bank Instructions	4 Years	Deloitte & Touche	4
Bank Statements and Vouchers	5 Years	Blue Book	4 & 13
Costing Records	5 Years	Deloitte & Touche	2
Creditors Invoices and Statements	5 Years	Blue Book	2,4 & 13
Credit Notes	5 Years	Blue Book	4 & 13
Debit Notes	5 Years	Blue Book	4 & 13
Debtors Statements	5 Years	Blue Book	4
Deposit Slips	5 Years	Blue Book	4 & 13
Goods Received Notes	5 Years	Blue Book	4
Journal Vouchers	5 Years	Blue Book	2 & 4
Other vouchers	5 Years	Blue Book	2 & 4

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Form Title	Fidelity Retention Period ¹	Source of Information	Reference to Legislation
Purchase Invoices (with supporting documents)	5 Years	Blue Book	4
Purchase Orders	5 Years	Blue Book	4
Railage and Shipping Documents	5 Years	Blue Book	4
Receipts	5 Years	Blue Book	4
Sales Invoices	5 Years	Blue Book	4 & 13
Stock Sheets (unlisted companies)	5 Years	Blue Book	4 & 13
Taxation Returns and Assessments	15 Years	Deloitte & Touche	4
Waybills	5 Years	Blue Book	4
Annual Financial Statements working papers	4 Years	Deloitte & Touche	4
Second hand goods - Details of acquisition and disposals	3 Years	Deloitte & Touche	2
Shipping Documents - inward and outward - (after completion of shipment date)	2 Years	Deloitte & Touche	5
Year-end company working papers for	5 Years	Deloitte & Touche	4
STATUTORY AND SHARE REGISTRATION RECORDS			
Annual returns and supporting documents - Share registration records	15 Years	Blue Book	2
Certificate of change of name	Indefinite	Blue Book	2
Certificate of incorporation	Indefinite	Blue Book	2
Certificate to commence business	Indefinite	Blue Book	2
Founding statement and amendments	Indefinite	Blue Book	2 & 11
Letters of indemnity	Indefinite	Blue Book	2
Memorandum and Articles of Association	Indefinite	Blue Book	2
Minute books	Indefinite	Blue Book	2 & 11
Minutes of meetings - Board	Indefinite	Blue Book	2
Minutes of meetings - Committee	Indefinite	Blue Book	2
Minutes of meetings - General	Indefinite	Blue Book	2
Notification of change of address	1 Year	Deloitte & Touche	1
CM25	Indefinite	Blue Book	2
CM26	Indefinite	Blue Book	2
Resolutions passed at general/ class meetings	Indefinite	Blue Book	2
Branch registers	15 Years	Blue Book	2
Directors attendance registers	15 Years	Blue Book	2
Index of members	15 Years	Blue Book	2
Registers of allotments - after a person ceased to be a member	15 Years	Blue Book	2

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Form Title	Fidelity Retention Period*	Source of Information	Reference to Legislation
Registers of debenture holders, mortgages and fixed assets	15 Years	Blue Book	2
Registers of directors and certain officers	15 Years	Blue Book	2
Register of directors' interests in contracts, shares and debentures	15 Years	Deloitte & Touche	2
Registers of members	15 Years	Blue Book	2
Registers of pledges and bonds	15 Years	Deloitte & Touche	2
Register of directors' shareholdings	15 Years	Deloitte & Touche	2
Share transferred forms (cancelled)	12 Years	Deloitte & Touche	2
Proxy forms	3 Years	Blue Book	2
Proxy forms Court convened meetings	3 Years	Blue Book	2
Scrip	3 Years	Deloitte & Touche	2
Certificates and warrants (cancelled)	3 Years	Deloitte & Touche	2
The microfilm image of any original document reproduced directly by the camera -- the 'camera master'	Indefinite	Blue Book	2
EMPLOYEE RECORDS			
Factory register	Indefinite	Deloitte & Touche	8
Personnel records of organisation's executives (for historical purposes)	Indefinite	Deloitte & Touche	6
Expense accounts	5 Years	Blue Book	4
Payrolls	5 Years	Blue Book	4,6 & 7
Tax returns - employees	5 Years	Blue Book	4
Salary revision schedules	7 Years	Deloitte & Touche	6 & 7
Salary and wages registers	7 Years	Deloitte & Touche	4 & 7
Accident books and records	7 Years	Deloitte & Touche	6 & 7
Application for jobs - unsuccessful	1 Years	Deloitte & Touche	1
Apprentice records of remuneration	3 Years	Deloitte & Touche	6
Arbitration award records	3 Years	Deloitte & Touche	15
Collective agreement records	3 Years	Deloitte & Touche	15
Determination records made in respect of Wage Act	3 Years	Deloitte & Touche	6 & 15
Dispute records prescribed details of any strike, lockout, protest action involving employees	3 Years	Deloitte & Touche	15
Industrial training records	3 Years	Deloitte & Touche	6
Personnel records	4 Years After Termination	Blue Book	6
Staff records (after date employment ceases)	4 Years After Termination	Blue Book	6 & 7
Time and piecework records	4 Years After Termination	Blue Book	6 & 7

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Form Title	Fidelity Retention Period*	Source of Information	Reference to Legislation
UIF card	Until service terminate	Deloitte & Touche	6
Wage and salary records (including overtime details)	3 Years After Termination	Blue Book	4,6 & 7
Workmen's compensation Document	3 Years	Deloitte & Touche	7
AGREEMENTS AND CONTRACTS			
Agreements of historical significance	Indefinite	Deloitte & Touche	1
Debts - depending on type of debt involved (refer to Prescription Act)	6/15/30 Years	Deloitte & Touche	4 & 10
All other agreements and contracts	5 Years	Fidelity Services Group	1
Indemnities and guarantees (after date of expiry)	5 Years	Deloitte & Touche	1
Licensing agreements	5 Years	Deloitte & Touche	1
Rental & hire purchase agreements, suspensive sale agreements (after expiry date)	5 Years	Fidelity Services Group	1
ACCOUNTANTS WORKING PAPERS			
Financial statements	15 Years	Blue Book	2
Current working paper files	5 Years	Fidelity Services Group	2
Control or systems information	5 Years	Fidelity Services Group	2
Permanent information (from date it is no longer applicable)	5 Years	Fidelity Services Group	2
Specialist services	5 Years	Fidelity Services Group	1
Special projects	5 Years	Fidelity Services Group	1
CUSTOMS & EXCISE ACT			
Documentation for export incentive scheme claim	5 Years	Fidelity Services Group	5
COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES			
Records of wages paid, time worked and payment for piece work and overtime and of any particulars prescribed for at least 4 years after date of last entry in those records	4 Years	Blue Book	7
INSOLVENCY ACT			
The insolvent record of his transactions should be kept for not less than 3 years	3 Years	Blue Book	12

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Form Title	Fidelity Retention Period*	Source of Information	Reference to Legislation
Insolvent estates (books and documents in possession of trustee)	6 mnths after master condormation of final account N/a	Blue Biok	12
OCCUPATIONAL HEALTH AND SAFETY ACT			
The following records must be kept in terms of OHSA Act			
A copy of the Act (If there are more than 19 employees)	Indefinite	Blue Book	8
An incident register	5 Years	Fidelity Services Group	8
Certificate of compliance	5 Years	Fidelity Services Group	8
First Aid certificate (valid for 3 years)	5 Years	Fidelity Services Group	8
VALUE ADDED TAX ACT			
Books of account recording the supply of goods to or by the vendor	5 Years	Blue Book	13
Information in book form - 5 years from last entry	5 Years	Fidelity Services Group	13
Computerised records must be kept in printout form, not just on disk or tape	5 Years	Fidelity Services Group	13

CORRESPONDENCE

General	3 Years	Deloitte & Touche	1
Accounting related	5 Years	Deloitte & Touche	1
Agreements (after termination)	5 Years	Deloitte & Touche	1
INSURANCE RECORDS			
Claim reports and accident reports (after date of settlement)	3 Years	Deloitte & Touche	1,2 & 4
Policies (after date of lapse)	5 Years	Deloitte & Touche	1,2 & 4
INVESTMENT RECORDS			
Certificates and other documents of title	Indefinite or unit sold	Deloitte & Touche	N/a
Schedules and documents (after date investment sold)	15 years	Deloitte & Touche	2 & 4
Share investment certificates	Indefinite or unit sold	Deloitte & Touche	N/a
Transfer of marketable securities	5 Years	Deloitte & Touche	2 & 4

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PATENTS			
Patent agreement with staff	Duration of patent or service of employee	Deloitte & Touche	1
Report and opinion on patents and trademarks (after date of expiry)	5 Years	Deloitte & Touche	1
PENSION RECORDS			
Actuarial valuation reports	10 Years	Deloitte & Touche	1
Contribution records	5 Years	Deloitte & Touche	4
Fund's annual accounts	Indefinite	Deloitte & Touche	2 & 4
Group health, life and personal accident policies (after date of final cessation of any benefit payable under the policy)	5 Years	Deloitte & Touche	1
Individual life policies under "TOP HAT" schemes (after date of final cessation of benefit)	5 Years	Deloitte & Touche	1
Investment records	15 Years	Deloitte & Touche	2
Minutes of meetings of members and trustees	Indefinite	Blue Book	1, 2 & 4
Pension fund account records	15 Years	Blue Book	2
Pension fund rules	Indefinite	Deloitte & Touche	2 & 4
PROPERTY RECORDS			
Agreements with architects and builders (after date of completion)	5 Years	Deloitte & Touche	1
Deeds of sale	Indefinite or until unit disposed	Deloitte & Touche	1, 2 & 4
Leases (after date of expiry of lease and all queries have been settled)	5 Years	Blue Book	2 & 4
Sectional title records	Indefinite	Deloitte & Touche	1, 2 & 4
Transfer duty records	Indefinite or until unit disposed	Deloitte & Touche	1, 2 & 4
SHARE REGISTRATION RECORDS			
Acceptance forms	12 years	Deloitte & Touche	1
Accounting records of stock of brokers and carrier against shares	6 Years	Deloitte & Touche	18
Allotment letters	5 Years	Deloitte & Touche	1
Allotment sheets and return of allotment	15 Years	Deloitte & Touche	2
Annual return and supporting documents	15 Years	Blue Book	2
Application forms	12 Years	Deloitte & Touche	1
Cancelled share or debenture certificates and balance receipts (many large transfer offices keep for one year only)	3 Years	Deloitte & Touche	1
Cancelled share transfer forms	12 Years	Deloitte & Touche	1 & 3

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Change of address - notification	1 Year	Deloitte & Touche	1
Dividends and interest- Mandates	3 Years	Deloitte & Touche	1
Dividends and interest- Paid warrants	12 Years	Deloitte & Touche	1
Dividends and interest- Payment lists	15 Years	Deloitte & Touche	1
Dividends and interest- Unclaimed	Indefinite or until unit disposed	Deloitte & Touche	1
Letters of indemnity for lost share certificates	Indefinite	Deloitte & Touche	1
Power of attorney, stop notices and similar court orders (from date person ceased to be a member)	15 Years	Deloitte & Touche	1
Redemption/conversion discharge forms of endorsed certificates	12 Years	Deloitte & Touche	1
SYSTEMS DOCUMENTATION			
Chart and codes of accounts	5 Years	Deloitte & Touche	13
Accounting system instruction manuals	5 Years	Deloitte & Touche	13
Systems and programme documentation	5 Years	Deloitte & Touche	13
Other	5 Years	Deloitte & Touche	13

ANNEXURE: D

REFER ENCE:	RECORD LIST FSSS	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
REVISI ON NO:	0 2002- 08-14		
DATE:	1 OF 13		
PAGE:			

Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	MARKETING, SALES & PUBLIC RELATIONS				
Restricted	Price List	N/A	Reference Document		Working Document
Restricted	Lead/Client information sheet	1 Year	FSSSPR01A	FSSSPR01A	
Restricted	Weekly sales report	1 Year	FSSSPR01B	FSSSPR01B	
Restricted	Statistics report	1 Year	FSSSPR01C	FSSSPR01C	
Restricted	Short term prospect report	1 Year	FSSSPR01D	FSSSPR01D	
Restricted	PR call sheet	1 Year	FSSSPR01E	FSSSPR01E	
Restricted	Monthly sales report	1 Year	FSSSPR01F	FSSSPR01F	
Restricted	Monthly sales commission claim	1 Year	FSSSPR01G	FSSSPR01G	
Restricted	Analysis of PR Call Sheet	1 Year	FSSSPR01H	FSSSPR01H	
Restricted	Sales targets	1 Year	FSSSPR01		Working Document
Restricted	Lead book	1 Year	FSSSPR01		Working Document
Restricted	Diary	1 Year	FSSSPR01		Working Document
	SERVICE DESIGN, QUOTATIONS AND AGREEMENTS				
Restricted	Sales Quotation File	N/A	Reference Document		Working Document
Restricted	Survey Reference Check List	N/A	Reference Document FSSSPR02.1	FSSSPR02.1	
	Client File	3 Years after term of contract			
Restricted	Security survey	3 Years after term of contract	FSSSPRO2A	FSSSPRO2A	
Restricted	Client contract file Agreement Sundry Orders Ad-hoc Agreements Tender Documents	3 Years after term of contract	FSSSPRO2		Working Document
Restricted	Debit order instruction	3 Years after term of contract	FINP04C02 Group Finance Policies and Procedures	D3	
Restricted	Service application form	3 Years after term of contract	As per Group Financial Policies and Procedures		

ANNEXURE: D

REFERENCE: REVISION: NO: DATE: PAGE:	RECORD LIST FSSS 0 2002- 08-14 2 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	INDUSTRIAL RELATIONS				
	Disciplinary Records	4 Years after termination	As per Group Industrial Relations Policies and Procedures		
Restricted	Written Warning	4 Years after termination	Do	LR1	
Restricted	Notice to attend a disciplinary hearing	4 Years after termination	Do	LR2	
Restricted	Appeal against discipline or dismissal	4 Years after termination	Do	LR3	
Restricted	Notice to attend an appeal hearing	4 Years after termination	Do	LR4	
Restricted	Chairperson's checklist to be followed at the disciplinary hearing	4 Years after termination	Do	LR5	
Restricted	Chairperson's checklist to be followed at the appeal hearing	4 Years after termination	Do	LR6	
Restricted	Notice of dismissal	4 Years after termination	Do	LR7	
Restricted	Confirmation of dismissal	4 Years after termination	Do	LR8	
Restricted	Notice of suspension	4 Years after termination	Do	LR9	
Restricted	Record of disciplinary hearing	4 Years after termination	Do	LR10	
Restricted	Conciliation record	4 Years after termination	Do	LR11	
Restricted	Grievance	4 Years after termination	Do	LR20	
Restricted	Notice to attend a Grievance Hearing	4 Years after termination	Do	LR21	
Restricted	Resolution of Grievance	4 Years after termination	Do	LR22	
Restricted	Appeal against a Grievance decision	4 Years after termination	Do	LR23	
Restricted	Decision of a Grievance review	4 Years after termination	Do	LR24	
	HUMAN RESOURCES				
	Letters or employment & applicable employment, personnel changes & termination forms	4 Years after termination	As per Group Policies and Procedures		
Restricted	Application for employment	4 Years after termination	Do	Per/2	
Restricted	Letters of appointment/contracts	4 Years after termination	Do	Section B Topic 30 Appendix A-G, H, I and L	
Restricted	Restraint of trade agreement	4 Years after termination	Do	Section B Topic 30 Appendix Z	

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REFERENCE: REVISION NO: DATE: PAGE:	RECORD LIST FSSS 0 2002- 08-14 3 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Induction check list	4 Years after termination	Do	Section B Topic 40 Appendix A	
Restricted	Relocation Policy and acknowledgement of debt	4 Years after termination	Do	Section B Topic 60 Appendix A	
Restricted	Letter to the Receiver of Revenue	4 Years after termination	Do	Section B Topic 60 Appendix B1	
Restricted	Memo to transferred employee	4 Years after termination	Do	Section B Topic 60 Appendix B2	
Restricted	Deferred compensation plan service agreement	4 Years after termination	Do	Section C Topic 60 Appendix A	
Restricted	Application for assisted Body	4 Years after termination	Do	Section D Topic 80 Appendix A1	
Restricted	Application and authority for payment of study grant	4 Years after termination	Do	Section D Topic 80 Appendix A2	
Restricted	Study assistance. Acknowledgement of debt	4 Years after termination	Do	Section D Topic 80 Appendix B	
Restricted	Annual leave application	4 Years after termination	Do	Section E Topic 10 Appendix A Per/17	
Restricted	Maternity leave policy. Acknowledgement of Debt	4 Years after termination	Do	Section E Topic 70 Appendix A	
Restricted	Notice of termination of employment	4 Years after termination	Do	Section F Topic 10 Appendix A	
Restricted	Exit Interview	4 Years after termination	Do	Section F Topic 10 Appendix B Per/14	
Restricted	Company Property Check List	4 Years after termination	Do	Section F Topic 10 Appendix C Per/16	
Restricted	Certificate of Service	4 Years after termination	Do	Section F Topic 10 Appendix D	
Restricted	On Site Training Request Form	2 Years	As per Training College Policies and Procedures		
Restricted	Training Report	1 Year	As per Training College Policies and Procedures		
Restricted	Course Nomination Form	5 Years	As per Training College Policies and Procedures		
Restricted	Course Reports/certificates	Duration of Employment	As per Training College Policies and Procedures		
Restricted	Training Attendance Register	3 Years	As per Training College Policies and Procedures		Books and registers
Restricted	Manpower request form	4 Years after termination	FSSSPRO3A	FSSSPRO3A	
Restricted	Application forms	4 Years after termination	FSSSPRO3	Per/2	
Restricted	Reference check	4 Years after termination	FSSSPRO3C	FSSSPRO3C	

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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Company/Branch Induction form	4 Years after termination	FSSSPR03D	FSSSPR03D	
	SITE INSTRUCTIONS				
	Client File	3 Years after term of contract			
Restricted	Covering Letter for Site Instructions	3 Years after term of contract	FSSSPR04.3	FSSSPR04.3	
Restricted	Site instructions on site/client file	3 Years after term of contract	FSSSPR04.2	FSSSPR04.2	
Restricted	Client operational file	3 Years after term of contract	FSSSPR04		Working Document
	PREPARATION AND DELIVERY OF SERVICE				
Restricted	Contract/Sundry Order	5 Years after Term of Contract	Reference Document	M1/2	
Restricted	Check list for starting a new service	3 year after term of service	FSSSPR05A	FSSSPR05A	
Restricted	Manpower request	1 Year	FSSSPR03A	FSSSPR03A	
Restricted	Occurrence book (sample)	1 Year	FSSSPR05B	FSSSPR05B	
Restricted	Site instructions	1 Year	FSSSPR04.2	FSSSPR04.2	
Restricted	Client operational file	1 Year	FSSSPR05		Working Document
Restricted	Posting sheets	3 Years	FSSSPR05		
Restricted	Records as specified in site instructions	3 Years after term of service	FSSSPR05		Working document
	CLIENT VISITS, SITE INSPECTIONS, DUTY MANAGER & BUSINESS AT RISK				
	Client File	3 Years after term of contract			
Restricted	Security report	3 Years after term of contract	FSSSPR06A	FSSSPR06A	
Restricted	Sekunteitswagverslag	3 Years after term of contract	FSSSPR06A1	FSSSPR06A1	
Restricted	Client visit monthly summary	3 Years after term of contract	FSSSPR06B	FSSSPR06B	
Restricted	After hours visit sheet	3 Years after term of contract	FSSSPR06C	FSSSPR06C	
Restricted	Day/night site visit schedule	3 Years after term of contract	FSSSPR06D	FSSSPR06D	

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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Daily equipment check sheet	3 Years after term of contract	FSSSPR06E	FSSSPR06E	
Restricted	Incident report	3 Years after term of contract	FSSSPR06F	FSSSPR06F	
	Business at risk report	3 Years after term of contract	FSSSPR06G	FSSSPR06G	
	CONTROL ROOM				
Restricted	Records as specified in the control room manual	3 Years	FSSSPR07		Working Documents
Restricted	Telephone list List of client emergency telephone numbers Alphabetical order Control room Occurrence book Master duty rosters for: All security officers in the branch Control room operators Operations Officers Duty Officers Posting sheets Firearms register Operations Officer visit schedules Vehicle hand over sheets Control room operators attendance register Control room diary for casual business and future events Special instructions book Stocks of occurrence books, visitor and gate control books and firearms register Guard monitoring equipment schedules Key cabinet signature list Order Book				
	EMERGENCIES, INVESTIGATIONS & CLIENT CLAIMS FIDELITY INVESTIGATIONS AND FIDELITY INSURANCE FILE				
Restricted	Strike contingency planning document	3 Years	FSSSPR08A	FSSSPR08A	
Restricted	Stay away situation report	3 Years	FSSSPR08B	FSSSPR08B	
Restricted	Claims Notification	3 Years	FSSSPR08.3	FSSSPR08.3	

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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Investigation Dossier	3 Years	FSSSPR08	FSSSPR08	
	SERVICE TERMINATION				
	Client File	3 Years after term of contract			
Restricted	Site withdrawal check list	3 Years after term of contract	FSSSPR09A	FSSSPR09A	
Restricted	Minutes of meetings of the branch inquiry into service termination	3 Years after term of contract	FSSSPR09		Working Document
	OPERATIONAL & CLIENT EQUIPMENT CONTROL				
	Client File	3 Years after term of contract			
Restricted	Sundry order (sales order)/Contract	5 Years	FSSSPR10	M1/2	
Restricted	Capex applications	5 Years	FSSSPR10	C1/2	
Restricted	Asset register	3 Years after term of contract	FSSSPR10		Books and Registers
Restricted	Site equipment register	Duration of contract	FSSSPR10A	FSSSPR10A	
Restricted	Operational stationery	Duration of contract	FSSSPR10		
Restricted	Firearm and ammunition incident Report	3 Years after term of contract	FSSSPR10.6	FSSSPR10.6	
Restricted	Dog records	Life span of dog	FSSSPR10		
	DOCUMENT CONTROL / QUALITY RECORDS				
Restricted	Document amendment memorandum	2 Years	HOGEO1A	HOGEO1A	
Restricted	Document issue memorandum	2 Years	HOGEO1B	HOGEO1B	
Restricted	Distribution list	2 Years	HOGEO1C	HOGEO1C	
Restricted	Superseded documents	2 Years			
	INTERNAL QUALITY AUDITING / MANAGEMENT REVIEWS				
Restricted	Quality audit reports	5 Years	HOGEO2A	HOGEO2A	
Restricted	External/Internal quality audit notification	1 Year	HOGEO2B	HOGEO2B	
Restricted	Internal quality audits: Record of activity	5 Years	HOGEO2C	HOGEO2C	
Restricted	Quality performance reports/Annual quality performance reports	5 Years	HOGEO2		Working Documents
Restricted	Minutes of Management reviews	5 Years	HOGEO2		Working documents
Restricted	Quality audit schedule	1 Year	HOGEO2		Working Document

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REFER ENCE:	RECORD LIST FSSG	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	CORRECTIVE AND PREVENTATIVE ACTION				
Restricted	Quality Report	2 Year	HOGEO3A	HOGEO3A	
Restricted	Quality Report registers	2 Year	HOGEO3B	HOGEO3B	
	MANAGEMENT				
Restricted	Monthly reports	3 Years	HOGEO4		Working Document
Restricted	Minutes of meetings	3 Years	HOGEO4		Working Document
Restricted	Internal Audit Programme	1 Year	HOGEO4		Working Document
Restricted	Internal Audits	1 Year	HOGEO4		Working Document
	ADMINISTRATION				
Restricted	Duplicate waybills	5 Years	HOGEO6		External Document
Restricted	Registered mail receipts	5 Years	HOGEO6		External Document
Restricted	Client file	3 Years After Service Termination	HOGEO6		Working Document
Restricted	Health and safety registers	5 Years	HOGEO6		Books and registers
	INFORMATION SERVICES				
Restricted	Service request form	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Back up log	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Back up tapes & diskettes	Dictated by nature of task			Working Documents
Restricted	Equipment Loan Register	1 Year after return	As per Group Information Services Policies and Procedures		Books and registers
Restricted	Request for Computer Training form	1 Year	As per Group Information Services Policies and Procedures		
	FINANCE				
Restricted	Absa Bank EFTS	5 Years	FINPAQ02		Reference Documents
Restricted	Account Group Assignments	N/A	FINPAL		Reference Document
Restricted	Accounting Timetable	1 Month	HOGEO7		Working Documents
Restricted	Activity Types	N/A	FINPAJ		Reference Document
Restricted	Additional Entry Form for Debtors Receipts	5 years	FINP04C06		

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REFERENCE:	RECORD LIST	FIDELITY SERVICES GROUP LTD	FIDELITY CORPORATE SERVICES
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DATE:	0	SECURITY SERVICES	
PAGE:	2002-08-14	LIST OF RECORDS	
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Access Allowed Refer Para 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Annual Reports, Financial Statements and Company Brochures	15 Years	FINPAU		Reference Document
Restricted	Approved Suppliers List and Vendor Codes	N/A	FINPAA04		Reference Document
Restricted	Balance Sheet Reconciliation	5 years	FINP09H01		Working Document
Restricted	Branch Details	N/A	FINP00	F3	
Restricted	Branch Fixed Asset Register	15 Years	FINPAA07		Reference Document
Restricted	Branch Stationery	N/A	FINPAA08		Reference Document
Restricted	Branch/Department Budgets	3 Years			Working Document
Restricted	Bulk Cash Balance Sheet Reconciliation	5 years	FINP09B05		Working Document
Restricted	Bulk Cash Bank Account Reconciliation	5 years	FINP09B04		Working Document
Restricted	Bulk Cash Disbursement Estimation	5 years	FINP09B01		Working Document
Restricted	Bulk Cash Disbursement Reconciliation	5 years	FINP09B03		Working Document
Restricted	Business Types	N/A	FINPAI		Reference Document
Restricted	CAPEX 1 Purchase Application	5 years	FINP06A01	C1/2	
Restricted	CAPEX 1 Vehicle Purchase Application	5 years	FINP06A02	C1v/2&C2v/2	
Restricted	CAPEX 2 Disposal Application	5 years	FINP06A05	C2/2	
Restricted	CAPEX 2 Vehicle Disposal Application	5 years	FINP06A06	FINP06A06	
Restricted	CAPEX Application - Acknowledgement of Receipt	N/A	FINP06A14		
Restricted	CAPEX Applications Log	N/A	FINP06A11		
Restricted	CAPEX Applications Record	N/A	FINP06A10		
Restricted	CAPEX Approval Schedule	N/A	FINP06A12		
Restricted	CAPEX Approval/Rejection Memorandum	N/A	FINP06A15		
Restricted	CAPEX Rejections Schedule	N/A	FINP06A13		
Restricted	CAPSUM/Fixed Asset Register Reconciliation	5 years	FINP06B01		Working Document
Restricted	Casual Job Card	5 Years			
Restricted	Casual SVS forms & contract	5 Years			
Restricted	Chart of Accounts	N/A	FINPAD		Reference Document
Restricted	Cheque Requisition for a Creditor	5 years	FINP09A02	F2/2	
Restricted	Cheque Requisition for a Non-Creditor	5 years	FINP09A01	F1/2	
Restricted	Client Bank Transfer Processing Form	5 years	FINP04C07		
Restricted	Collection Percentage Calculation Schedule	5 years	FINP04B03	D11/2	

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REFER ENCE:	RECORD LIST FSSS	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Commission Rules	N/A	FINPAV		Reference Document
Restricted	Company Codes	N/A	FINPAC		Reference Document
Restricted	Contract Consumables Returned/Delivered Back to Stock	5 years	FINP07F01		
Restricted	Create Contract Consumables	5 years	FINP07E01		
Restricted	Credit Application	5 years	FINP03A01		
Restricted	Credit Application Approved	5 years	FINP04C01		
Restricted	Credit Checking	N/A	FINPAS		Reference Document
Restricted	Credit Control (Corporate Services Departmental Report, Board Pack)	5 years	FINP04C11		Working Document
Restricted	Credit Memo Request for Consumables	5 years	FINP07D02		
Restricted	Credit Note Advice	5 years	FINP04B02		
Restricted	Creditor Reconciliation	5 years	FINP05B03		Working Document
Restricted	Creditors – Non-Stock Items Credit Note	5 years	FINP05B02		
Restricted	Creditors – Non-Stock Items Invoice	5 years	FINP05B01		
Restricted	Current Account /Cash Book	15			Books and registers
Restricted	Current Account Reconciliation	5 years	FINP09H02		Working Document
Restricted	Current Account Supporting Document	5 years	FINP09H02		
Restricted	Debit Order Amendment Instruction	5 years	FINP04C03		
Restricted	Debit Order Instruction	5 years	FINP04C02		
Restricted	Debit Order Processing Form	5 years	FINP04C06	D201/2	
Restricted	Debtor Reconciliation	5 years	FINP04C13		Working Document
Restricted	Debtors Adjustment – Credit	5 years	FINP04C11	D5/2	
Restricted	Debtors Adjustment – Debit	5 years	FINP04C12	D6/2	
Restricted	Debtors Receipts	5 years	FINP04C06		
Restricted	Debtors Report	5 years	FINP04C14		Working Document
Restricted	Electronic Fund Transfer Systems	N/A	FINPAQ		Reference Document
Restricted	Fleet numbers	N/A	FINPAA02		Reference Document
Restricted	General Ledger	15 Years			Books and registers
Restricted	Goods Returned to Supplier	5 years	FINP07D02		
Restricted	Handover Checklist	5 years	FINP04D02		
Restricted	Internal Audit Programme	1 Year	H0GE04		Working Document

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REFERENCE:	RECORD LIST	FIDELITY SERVICES GROUP LTD	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Internal Audit Reports	1 Year	HOG04		Working Document
Restricted	Invoice Advice	5 years	FINP04B01		
Restricted	Journal Entry	5 years	FINP09F01	F5/2	
Restricted	Liquidation Checklist	5 years	FINP04D02		
Restricted	Local Expense Account	5 years	FINP09C04	F11/2	
Restricted	Master for New Material	N/A	FINP07E01		Data base
Restricted	Master for New Vendor	5 years	FINP07A01	M2/2	
Restricted	Material Group Codes	N/A	FINPAA05		Reference Document
Restricted	Month-end Processing Plan	N/A	FINPA0		Reference Document
Restricted	Monthly Debtors Commission Payment	5 years	FINP04C15		Working Document
Restricted	Monthly Debtors Commission Payment Database	5 years	FINP04C15		Database
Restricted	Nedbank EFTS	5 Years	FINPAQ03		Reference Document
Restricted	Officials Designated in the Text	N/A	FINPAA01	F9	
Restricted	Order Numbers	N/A	FINPAE		Reference Document
Restricted	Pay Packet Breakdown Calculations	5 Years	FINP09B02		
Restricted	Payslips	5 Years			Working Documents
Restricted	Petty Cash	15 Years			Books and registers
Restricted	Petty Cash Balance Record	5 Years		F6e/2	
Restricted	Petty Cash Count	5 Years	FINP09C02	F6b/2	
Restricted	Petty Cash Float Breakdown	N/A	FINPAA03	F6d/2	
Restricted	Petty Cash Reimbursement	5 Years	FINP09C03		
Restricted	Petty Cash Voucher	5 Years	FINP09C01	F6a/2	
Restricted	Posting Keys	N/A	FINPAF		Reference Document
Restricted	Product Codes	N/A	FINPAK		Reference Documents
Restricted	Progressive Capital Expenditure Reports	N/A	FINP06A16		Working Document
Restricted	Purchase Order Requisition	5 years	FINP07C01	M1/2	
Restricted	R/D Cheque(For Branch Use)	5 years	FINP04C10	D8/2	
Restricted	R/D Cheques(For Corporate Services Use)	5 years	FINP04C10	D8a/2	
Restricted	Reconciliation of MOS Revenue to Schedule Productivity	N/A	FINP09H03		Working Document
Restricted	Record of Amendments continued	N/A	FINP00	F10	

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REFERENCE:	RECORD LIST	FIDELITY SERVICES GROUP LTD	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Refund	5 years	FINP04C09	D9/2	
Restricted	Service Addendum	5 Years			
Restricted	Spares Issue from Stock	5 years	FINP07E04		
Restricted	Standard Bank EFTS	5 Years	FINPAQ01		Reference Documents
Restricted	Stock Costs, Prices and Storage Locations	N/A	FINPAA06		Reference Document
Restricted	Stock Return Sales Order Type	5 years	FINP07D03		
Restricted	Sundry Receipts	5 years	FINP09A04	F8/2	
Restricted	Supplier Assessment Form	5 years	FINP07A02		
Restricted	System-Generated RReports	N/A	FINPAR		Reference Document
Restricted	Tax Codes	N/A	FINPAG		Reference Document
Restricted	Tender Supplier Rating Form	5 years	FINP05C01		
Restricted	Training	N/A	FINPAT		Reference Document
Restricted	Transfer of Payment Between Debtors	5 years	FINP04C08	D10/2	
Restricted	Travel Request Memorandum	N/A	F12/2	F12/2	
Restricted	Travel Request Memorandum	5 years	FINP09C05	F12/2	
Restricted	Year-end Instructions	N/A	FINPAN		Reference Document
	TRANSPORT				
Restricted	Accident Categorisation	2 Year	FGT22b	FGT22b	
Restricted	Accident History	2 Year	FGT22	FGT22	
Restricted	Application to Dispose of Company Vehicle – Incomplete	N/a	FGT61	FGT61	
Restricted	Application to dispose of Company Vehicle – Report back	N/a	FGT60	FGT60	
Restricted	Application to Purchase – Incomplete	N/a	FGT5	FGT5	
Restricted	Application to Purchase Company Vehicle – Report Back	N/a	FGT4	FGT4	
Restricted	Breakdown Register	2 Year	FGT12	FGT12	
Registered	Casual Vehicle Hire	2 Years		FGT/11	
Restricted	Certificate of Fitness Letter	2 Years	FGT47	FGT47	
Restricted	Change in Driver of Company Vehicle	5 Years	FGT27	FGT27	
Restricted	Daily Fuel/issue Sheet	2 Years		FGT/45	
Restricted	Daily Fuel/Oil Sheet	2 Years		FGT/45a	
Restricted	Delivery of Vehicle	2 Years		FGT/46	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Driver Training Forms – Multiple –choice Questions	5 Years	DT1-DT5	FGT/29,30,31,32,33,	
Restricted	Dummy Fleet Analysis			FGT/10	
Restricted	External Daily Fuel/Oil issue Sheet	2 Years	FGT45	FGT45	
Restricted	Fine Receipt Acknowledgement	5 Years	FGT13a	FGT13a	
Restricted	Fines Register	5 Years	FGT13	FGT13	
Restricted	Fixed Assets Register	15 Years			Books and registers
Restricted	Form of Proxy	5 Years	FGT43	FGT43	
Restricted	Group Motor Vehicle Accident Register	5 Years	FGT39	FGT39	
Restricted	Interlocking Failure Register	2 Years	FGT12i	FGT12i	
Restricted	Interlocking Maintenance Record	2 Years	FGT2i	FGT/2	
Restricted	Internal Daily Fuel/Oil Issue Sheet	2 Years	FGT45a	FGT45aI	
Restricted	Job Card	2 Years	FGT23	FGT23	
Restricted	Maintenance Categories	N/a	FGT28	FGT28	
Restricted	Master File Change	1 Year	FGT49	FGT49	
Restricted	Motor Accident Notification Letters	2 Years	FGT21&21a	FGT21&21a	
Restricted	Motor Accident Report	5 Years	FGT18 & 18a	FGT18 & 18a	
Restricted	Motor Theft Report	5 Years	FGT19	FGT19	
Restricted	Motor Vehicle Accident Register	5 Years	FGT17	FGT17	
Restricted	Motor Vehicle Accident/theft – Investigation & Analysis	5 Years	FGT20	FGT20	
Restricted	Motor Vehicle Accidents – Summary of Cause & Type	2 Years	FGT22	FGT22	
Restricted	Motor Vehicle License Verification	5 Years	FGT44	FGT44	
Restricted	New Vehicle Application	5 Years	FGT35	FGT35	
Restricted	Notification of Accident Committee Finding	2 Years	FGT22c	FGT22c	
Restricted	Notification of Driver –Traffic Offence	5 Years	FGT38	FGT38	
Restricted	Notification of Vehicle Delivery	5 Years	FGT46 & 46a	FGT46 & 46a	
Restricted	On-the-Scene Accident Report	5 Years	FGT37	FGT37	
Restricted	Public Driving Permit Letter	2 Years	FGT48	FGT48	
Restricted	Spares Control	2 Years	FGT26	FGT26	
Restricted	To the Driver's Licence Section			FGT/44	
Restricted	Tool and Equipment Register	5 Years	FGT29	FGT29	
Restricted	Transport Disclaimer	5 Years	FGT30	FGT30	
Registered	Vehicle Check List			FGT/16	

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REFER ENCE:	RECORD LIST FSSS	FIDELITY SERVICES GROUP LTD FIDELITY SPRINGBOK SECURITY SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	F I D E L I T Y CORPORATE SERVICES
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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period ²	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Vehicle Daily Check List	1 Year	FGT16a	FGT16a	
Restricted	Vehicle Disposal Application CAPEX 2	5 Years	FGT36	C2v/2	
Restricted	Vehicle Legal file	5 Years			Working Document
Restricted	Vehicle Maintenance file	Life of vehicle			Working Document
Restricted	Vehicle Maintenance Record	2 Years	FGT2	FGT/2	
Restricted	Vehicle Purchases Application CAPEX 1	5 Years	FGT34	C1v/2	
Restricted	Vehicle Weekly Check list	1 Years	FGT16	FGT16	
Restricted	Workshop Productivity			FGT/25	
Restricted	Workshop Productivity Report	2 Years	FGT25	FGT25	
Restricted	Workshop Weekly Summary	2 Years	FGT24		

Note1: Restricted – Information Officer will consider applications, which comply with the procedural requirements as per the Act

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Access Allowed Refer Name 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	DOCUMENT CONTROL / QUALITY RECORDS				
Restricted	Document Amendment Memorandum	2 Years	HOGEO1A	HOGEO1A	
Restricted	Document Issue Memorandum	2 Years	HOGEO1B	HOGEO1B	
Restricted	Distribution List	2 Years	HOGEO1C	HOGEO1C	
	MARKETING, SALES & PUBLIC RELATIONS				
Restricted	Price List	N/A	Reference Document		Working Document
Restricted	Client Code books	N/A	Reference Document		Books and Registers
Restricted	Presentation Material	N/A	Reference Document		Working Document
Restricted	Commission Rules	N/A	Reference Document CITPRO1.4		Working Document
Restricted	Monthly sales reports	2 Years	CITPRO1		Working Document
Restricted	Account Executive Commission Claim forms	2 Years	CITPRO1E	CITPRO1E	
Restricted	Corporate Account Executive Commission Claim Forms	2 Years	CITPRO1F	CITPRO1F	
Restricted	Diary	1 Year	CITPRO1		Working Document
	SERVICE DESIGN, QUOTATIONS & AGREEMENTS				
Restricted	Quotations	Till sign of agreement	CITPRO2		Working Document
	Client file	1 Year after Termination of Contract			
Restricted	Agreement for provision of Cash Management and Ancillary Services	5 Years after Termination of contract	CITPRO2		Working Document
Restricted	Annexure A Drop Cash Services Terms and Conditions.	1 Year after Termination of Contract	CITPRO2		Working Document
Restricted	Annexure B Payroll Encashment, Payroll Pay out and Pay packaging Terms and Conditions.	1 Year after Termination of Contract	CITPRO2		Working Document
Restricted	Services Schedules	1 Year after Termination of Contract	CITPRO2		Working Document
Restricted	Cash in Transit (Casual Service) Agreement	5 Years after Termination of contract	CITPRO2		Working Document

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Initial operations schedule 1	1 Year after Termination of Contract	CITPRO2K	CITPRO2K	
Restricted	Initial operations schedule 2	1 Year after Termination of Contract	CITPRO2L	CITPRO2L	
Do	Credit application form	1 Year after Termination of Contract	FINP03A01 Group Financial Policies and Procedures	FINP03A01 Group Financial Policies and Procedures	
Restricted	Debit order instruction. Bank Instructions	4 Years after Termination of contract	FINP04C02 Group Financial Policies and Procedures	FINP04C02 Group Financial Policies and Procedure	
Restricted	Client information sheet	1 Year after Termination of Contract	CITPRO2O	CITPRO2O	
Restricted	Cash in transit security risk survey	1 Year after Termination of Contract	CITPRO2P	CITPRO2P	
	SCHEDULING				
Restricted	Code book	N/A	CITPRO3		Books and Registers
Restricted	Boxes in list	1 Year	CITPRO3C1	CITPRO3C1	
Restricted	Bags in list	1 Year	CITPRO3D1	CITPRO3D1	
Restricted	Boxes out list	1 Year	CITPRO3D1	CITPRO3D1	
Restricted	Bags out list	1 Year	CITPRO3D2	CITPRO3D2	
Restricted	Client file – Operations	Duration of Contract	CITPRO3		Working Document
Restricted	Productivity schedule	0	CITPRO3		Working Document
	INDUSTRIAL RELATIONS				
	Personnel File				
	Disciplinary Records	4 years after termination	As per Group Industrial Relations Policies and Procedures		
Restricted	Written Warning	4 years after termination	Do	LR1	
Restricted	Notice to attend a disciplinary hearing	4 years after termination	Do	LR2	
Restricted	Appeal against discipline or dismissal	4 years after termination	Do	LR3	
Restricted	Notice to attend an appeal hearing	4 years after termination	Do	LR4	
Restricted	Chairperson's checklist to be followed at the disciplinary hearing	4 years after termination	Do	LR5	

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Access Allowed Refer Name 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Chairperson's checklist to be followed at the appeal hearing	4 years after termination	Do	LR6	
Restricted	Notice of dismissal	4 years after termination	Do	LR7	
Restricted	Confirmation of dismissal	4 years after termination	Do	LR8	
Restricted	Notice of suspension	4 years after termination	Do	LR9	
Restricted	Record of disciplinary hearing	4 years after termination	Do	LR10	
Restricted	Conciliation record	4 years after termination	Do	LR11	
Restricted	Grievance	4 years after termination	Do	LR20	
Restricted	Notice to attend a Grievance Hearing	4 years after termination	Do	LR21	
Restricted	Resolution of Grievance	4 years after termination	Do	LR22	
Restricted	Appeal against a Grievance decision	4 years after termination	Do	LR23	
Restricted	Decision of a Grievance review	4 years after termination	Do	LR24	
	HUMAN RESOURCES				
	Personnel File				
	Letters or employment & applicable employment, personnel changes & termination forms	4 years after termination	As per Group Policies and Procedures		
Restricted	Application for employment	4 years after termination	Do	Per/2	
Restricted	Letters of appointment/contracts	4 years after termination	Do	Section B Topic 30 Appendix A-G, H, I and L	
Restricted	Letters of appointment/contracts Organisation's executives (for historical purposes)	Indefinite	Do	Section B Topic 30 Appendix A-G, H, I and L	
Restricted	Restraint of trade agreement	4 years after termination	Do	Section B Topic 30 Appendix Z	
Restricted	Induction check list	4 years after termination	Do	Section B Topic 40 Appendix A	
Restricted	Relocation Policy and acknowledgement of debt	4 years after termination	Do	Section B Topic 60 Appendix A	
Restricted	Letter to the Receiver of Revenue	4 years after termination	Do	Section B Topic 60 Appendix B1	
Restricted	Memo to transferred employee	4 years after termination	Do	Section B Topic 60 Appendix B2	
Restricted	Deferred compensation plan service agreement	4 years after termination	Do	Section C Topic 60 Appendix A	
Restricted	Application for assisted Body	4 years after termination	Do	Section D Topic 80 Appendix A1	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Application and authority for payment of study grant	4 years after termination	Do	Section D Topic 80 Appendix A2	
Restricted	Study assistance. Acknowledgement of debt	4 years after termination	Do	Section D Topic 80 Appendix B	
Restricted	Annual leave application	4 years after termination	Do	Section E Topic 10 Appendix A Per/17	
Restricted	Maternity leave policy. Acknowledgement of Debt	4 years after termination	Do	Section E Topic 70 Appendix A	
Restricted	Notice of termination of employment	4 years after termination	Do	Section F Topic 10 Appendix A	
Restricted	Exit Interview	4 years after termination	Do	Section F Topic 10 Appendix B Per/14	
Restricted	Company Property Check List	4 years after termination	Do	Section F Topic 10 Appendix C Per/16	
Restricted	Certificate of Service	4 years after termination	Do	Section F Topic 10 Appendix D	
Restricted	On Site Training Request Form	4 years after termination	As per Training College Policies and Procedures		
Restricted	Training Report	4 years after termination	As per Training College Policies and Procedures		
Restricted	Course Nomination Form	4 years after termination	As per Training College Policies and Procedures		
Restricted	Course Reports/certificates	4 years after termination	As per Training College Policies and Procedures		
Restricted	Training Attendance Register	4 years after termination	As per Training College Policies and Procedures		Books and registers
Restricted	Psychometric Analysis (Question and answer sheet)tr	4 years after termination	Reference Document		
Restricted	Selection Criteria	4 years after termination	Reference: Document CITPRO4.6		
Restricted	Operational Drills Manual	4 years after termination	Reference Document (CITPRO09.4)		Working Document
Restricted	Uniform issue form	4 years after termination	CITPRO4A	CITPRO4A	
Restricted	Branch induction check list	4 years after termination	CITPRO4F	CITPRO4F	
Restricted	Group and Company Induction Checklist	4 years after termination	CITPRO4H	CITPRO4H	
	DELIVERY OF SERVICE				

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	Client File	1 Year after Termination of Contract			
Restricted	Agreement	5 Years after Termination of contract	Reference Document		Working Document
Restricted	Internal transfer form	7 Years after Termination of contract	As per Group Personnel Policies and Procedures		
Restricted	Operational check list	1 Year after Termination of Contract	CITPRO5		Working Document
Restricted	Stop loss order form (Initial only)	1 Year after Termination of Contract	CITPRO5B	CITPRO5B	
Restricted	Pre-service start-up client acknowledgement form	1 Year after Termination of Contract	CITPRO5C	CITPRO5C	
Restricted	First day service PR call sheet	1 Year after Termination of Contract	CITPRO5D	CITPRO5D	
	CONTROL ROOM				
Restricted	Duty lists	3 months	CITPRO6		Working Document
Restricted	Starting time lists	3 months	CITPRO6		Working Document
Restricted	Escort duty lists	3 months	CITPRO6		Working Document
Restricted	Schedules	3 months	CITPRO6		Working Document
Restricted	Log sheets	3 months	CITPRO6		Working Document
Restricted	Attendance registers	3 months	CITPRO6		Books and Registers
Restricted	Occurrence book	1 Year	CITPR12		Books and Registers
	COUNTING HOUSE AND BOX ROOM PROCEDURES	This section is in process of being redeveloped and updated by Werner Lang			
Restricted	Pay make-up return	1 Year	CITPRO7		See Above
Restricted	Undersand oversregister	1 Year	CITPRO7		See Above
Restricted	Counting house boxes-In list	1 Year	CITPRO7B1		See Above
Restricted	Counting house bags-In list	1 Year	CITPRO7B2		See Above
Restricted	Counting house boxes-out list	1 Year	CITPRO7C1		See Above
Restricted	Counting house bags-out list	1 Year	CITPRO7C2		See Above
Restricted	Receipt book	1 Year	CITPRO7		See Above
Restricted	Boxes out lists	1 Year	CITPRO3D1		See Above
Restricted	Bags out lists	1 Year	CITPRO3D2		See Above

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Loan box register	1 Year	CITPRO7		See Above
Restricted	Tamper evident bag register				See Above
Restricted	Bulk seal	1 Year	CITPRO7		See Above
Restricted	Box room/Counting house seal	1 Year	CITPRO7		See Above
Restricted	Seal/Tamper evident bag to client register	1 Year	CITPRO7		See Above
Restricted	Bulk Seal/ Tamper evident Bag Register	1 Year	CITPRO7		See Above
Restricted	Box room /Counting House Seal/Tamper Evident Bag Register	1 Year	CITPRO7		See Above
Restricted	Seal/Tamper Evident Bag to client Register	1 Year	CITPRO7		See Above
Restricted	Proof of delivery receipt	1 Year	CITPRO7		See Above
	CLIENT VISITS				
	Client File	1 Year after Termination of Contract			
Restricted	Correspondence to clients regarding visits	1 Year after Termination of Contract			Working Document
Restricted	Incident and Service Recovery Checklist	1 Year after Termination of Contract	CITPRO8A	CITPRO8A	
Restricted	Daily Consolidated Call List	2 Years	CITPRO8B	CITPRO8B	
Restricted	Client visit record	1 Year after Termination of Contract	CITPRO8	CITPRO8.2	
	EMERGENCIES AND INVESTIGATIONS				
	Fidelity Investigations and Fidelity Insurance Investigation/Insurance File				
Restricted	Investigation records	5 Years	CITPRO9		Working Documents
Restricted	Robbery Report	5 Years	CITPRO9.1 Annexure A	CITPRO9.1 Annexure A	
Restricted	Cash Loss Report	5 Years	CITPRO9.1 Annexure B	CITPRO9.1 Annexure B	
Restricted	Client claim records	5 Years	CITPRO9		Working Documents
Restricted	Stay away situation report	3 Years	CITPRO9A	CITPRO9A	
Restricted	Investigation docket	5 Years	CITPRO9		Working Document
	SERVICE TERMINATION				
	Client File	1 Year after Termination of Contract			
Restricted	Notification of termination	1 Year after Termination of Contract	CITPR10		

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Acceptance of termination	1 Year after Termination of Contract	CITPR10		
Restricted	Equipment released receipt	1 Year after Termination of Contract	CITPRO10C	CITPRO10C	
Restricted	Service deviation notification	1 Year after Termination of Contract	CITPRO10D	CITPRO10D	
Restricted	Service termination form	1 Year after Termination of Contract	CITPRO10E	CITPRO10E	
	OPERATIONAL EQUIPMENT CONTROL				
Restricted	Kit register book	4 Years	CITPR11A	CITPR11A	
Restricted	Firearm permit	Indefinite	CITPR11		
Restricted	Operational ID card	Indefinite	CITPR11		
Restricted	Receipt book register	2 Years	CITPR11B	CITPR11B	
Restricted	Clock cards	3 Years	CITPR11		Working Document
Restricted	Gate pass	Indefinite	CITPR11		
Restricted	Daily vehicle check sheet	Indefinite	FGT16a As per Group Transport Policies and Procedures	FGT16a As per Group Transport Policies and Procedures	
	SECURITY				
Restricted	Investigation Reference Document		Reference Document		Working Document
Restricted	Emergency Orders		Reference Document		Working Document
Restricted	Visitors pass	Indefinite	CITPR12		CITPR12.1
Restricted	Branch Photograph Album	Indefinite	CITPR12.1	CITPR12.1	
Restricted	Box room/Counting house/Egress register	1 Year	CITPR12A	CITPR12A	
Restricted	Key register	1 Year	CITPR12		Books and Register
Restricted	Tape register	1 Year	CITPR12B	CITPR12B	
Restricted	Firearm audit schedule	3 Years	CITPR11H	CITPR11H	
Restricted	Ammunition stock register	3 Years	CITPR11I	CITPR11I	
Restricted	Asset register (Fire Arms)	3 Years	CITPR12		Books and Registers
Restricted	Gate control book	6 months	CITPR12		Books and Registers
Restricted	Key holders list (confidential)	6 months	CITPR12		Working Document
Restricted	Security report check list	2 Year	CITPR12E	CITPR12E	
Restricted	Branch audit report	2 Year	CITPR12F	CITPR12F	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Key register	2 Year	CITPR12G	CITPR12G	
Restricted	Duplicate key register	5 Years	CITPR12H	CITPR12H	
	INTERNAL QUALITY AUDITING / MANAGEMENT REVIEWS				
Restricted	Corrective Action Report	5 Year	Reference Document		Working Document
Restricted	Quality audit Schedule	1 Year	Reference Document		Working Documents
Restricted	Quality audit reports	5 Year	HOGEO2A	HOGEO2A	
Restricted	External/Internal quality audit notification	1 Year	HOGEO2B	HOGEO2B	
Restricted	Internal quality audits: record of activity	5 Years	HOGEO2C	HOGEO2C	
Restricted	Quality performance reports/Annual quality performance reports	5 Years	HOGEO2		Working Documents
Restricted	Quality audit schedule	1 Year	HOGEO2		Working Documents
Restricted	Reports on External Audits	5 Years	HOGEO2		Working Documents
	CORRECTIVE AND PREVENTATIVE ACTION				
Restricted	Quality report	2 Years	HOGEO3A	HOGEO3A	
Restricted	Quality report registers	2 Years	HOGEO3B	HOGEO3B	
	MANAGEMENT				
Restricted	Monthly reports	1 Years	HOGEO4		Working Documents
Restricted	Minutes of meetings	3 Years	HOGEO4		Working Documents
Restricted	Internal Audit Program	1 Year	HOGEO4		Working Documents
Restricted	Internal Audits	1 Year	HOGEO4		Working Documents
	ADMINISTRATION				
Restricted	Duplicate waybills	5 Years	HOGEO6		External Document
Restricted	Registered Mail receipts	5 Years	HOGEO6		External Document
Restricted	Client file	1 Year After Service Termination	HOGEO6		Working Document
Restricted	Health and safety registers	5 Years	HOGEO6		Working Document
	BUSINESS PLANNING, BUDGETING AND MANAGEMENT REVIEWS				
Restricted	Business Plans	3 Years	HOG10		Working Documents

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Budgets	3 Years	HOG10		Working Documents
Restricted	Minutes of Management Reviews	1 Years	HOG10		Working Documents
	INFORMATION SERVICES				
Restricted	Service request form	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Back up log	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Back up tapes & diskettes	Dictated by nature of task			Working Documents
Restricted	Equipment Loan Register	1 year after return	As per Group Information Services Policies and Procedures		Books and registers
Restricted	Request f Restricted or Computer Training form	1 Year	As per Group Information Services Policies and Procedures		
	QUALITY REPORTS				
Restricted	Quality Report	2 Years	HOG03A	HOG03A	
Restricted	Quality Report Register	2 Years	HOG03B	HOG03B	
	FINANCE				
Restricted	Absa Bank EFTS	5 Years	FINPAQ02		Reference Documents
Restricted	Accounting Timetable	1 Month	HOG07		Working Documents
Restricted	Additional Entry Form for Debtors Receipts	5 years	FINP04C06		
Restricted	Balance Sheet Reconciliation	5 years	FINP09H01		Working Document
Restricted	Branch Details	N/A	FINP00	F3	
Restricted	Branch Fixed Asset Register	15 Years	FINPAA07		Reference Document
Restricted	Branch/Department Budgets	3 Years			Working Document
Restricted	Bulk Cash Balance Sheet Reconciliation	5 Years	FINP09B05		Working Document
Restricted	Bulk Cash Bank Account Reconciliation	5 Years	FINP09B04		Working Document
Restricted	Bulk Cash Disbursement Estimation	5 Years	FINP09B01		Working Document
Restricted	Bulk Cash Disbursement Reconciliation	5 Years	FINP09B03		Working Document
Restricted	CAPEX 1 Purchase Application	5 Years	FINP06A01	C1/2	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	CAPEX 1 Vehicle Purchase Application	5 Years	FINP06A02	C1v/2&C2v/2	
Restricted	CAPEX 2 Disposal Application	5 Years	FINP06A05	C2/2	
Restricted	CAPEX 2 Vehicle Disposal Application	5 Years	FINP06A06	FINP06A06	
Restricted	CAPEX Application – Acknowledgement of Receipt	N/A	FINP06A14		
Restricted	CAPEX Applications Log	N/A	FINP06A11		
Restricted	CAPEX Applications Record	N/A	FINP06A10		
Restricted	CAPEX Approval Schedule	N/A	FINP06A12		
Restricted	CAPEX Approval/Rejection Memorandum	N/A	FINP06A15		
Restricted	CAPEX Rejections Schedule	N/A	FINP06A13		
Restricted	CAPSUM/Fixed Asset Register Reconciliation	5 Years	FINP06B01		Working Document
Restricted	Casual Job Card	5 Years			
Restricted	Casual SVS forms & contract	5 Years			
Restricted	Chart of Accounts	N/A	FINPAD		Reference Document
Restricted	Cheque Requisition for a Creditor	5 years	FINP09A02	F2/2	
Restricted	Cheque Requisition for a Non-Creditor	5 years	FINP09A01	F1/2	
Restricted	Client Bank Transfer Processing Form	5 years	FINP04C07		
Restricted	Collection Percentage Calculation Schedule	5 years	FINP04B03	D11/2	
Restricted	Commission Rules	N/A	FINPAV		Reference Document
Restricted	Company Codes	N/A	FINPAC		Reference Document
Restricted	Contract Consumables Returned/Delivered Back to Stock	5 years	FINP07F01		
Restricted	Create Contract Consumables	5 years	FINP07E01		
Restricted	Credit Application	5 years	FINP03A01		
Restricted	Credit Application Approved	5 years	FINP04C01		
Restricted	Credit Checking	N/A	FINPAS		Reference Document
Restricted	Credit Control (Corporate Services Departmental Report, Board Pack)	5 years	FINP04C11		Working Document
Restricted	Credit Memo Request for Consumables	5 years	FINP07D02		
Restricted	Credit Note Advice	5 years	FINP04B02		
Restricted	Creditor Reconciliation	5 years	FINP05B03		Working Document
Restricted	Creditors – Non-Stock Items Credit Note	5 years	FINP05B02		
Restricted	Creditors – Non-Stock Items Invoice	5 years	FINP05B01		

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Current Account /Cash Book	15 Years			Books and registers
Restricted	Current Account Reconciliation	5 years	FINP09H02		Working Document
Restricted	Current Account Supporting Document	5 years	FINP09H02		
Restricted	Debit Order Amendment Instruction	5 years	FINP04C03		
Restricted	Debit Order Instruction	5 years	FINP04C02		
Restricted	Debit Order Processing Form	5 years	FINP04C06	D201/2	
Restricted	Debtor Reconciliation	5 years	FINP04C13		Working Document
Restricted	Debtors Adjustment – Credit	5 years	FINP04C11	D5/2	
Restricted	Debtors Adjustment – Debit	5 years	FINP04C12	D6/2	
Restricted	Debtors Receipts	5 years	FINP04C06		
Restricted	Debtors Report	5 years	FINP04C14		Working Document
Restricted	Electronic Fund Transfer Systems	N/A	FINPAQ		Reference Document
Restricted	Fleet numbers	N/A	FINPAA02		Reference Document
Restricted	General Ledger	15 Years			Books and registers
Restricted	Goods Returned to Supplier	5 years	FINP07D02		
Restricted	Handover Checklist	5 years	FINP04D02		
Restricted	Internal Audit Programme	1 Year	H0GE04		Working Document
Restricted	Internal Audit Reports	1 Year	H0GE04		Working Document
Restricted	Invoice Advice	5 years	FINP04B01		
Restricted	Journal Entry	5 years	FINP09F01	F5/2	
Restricted	Liquidation Checklist	5 years	FINP04D02		
Restricted	Local Expense Account	5 years	FINP09C04	F11/2	
Restricted	Master for New Material	N/A	FINP07B01		Data base
Restricted	Master for New Vendor	5 years	FINP07A01	M2/2	
Restricted	Material Group Codes	N/A	FINPAA05		Reference Document
Restricted	Month-end Processing Plan	N/A	FINPAO		Reference Document
Restricted	Monthly Debtors Commission Payment	5 years	FINP04C15		Working Document
Restricted	Monthly Debtors Commission Payment Database	5 years	FINP04C15		Database
Restricted	Nedbank EFTS	N/A	FINPAQ03		Reference Document
Restricted	Officials Designated in the Text	N/A	FINPAA01	F9	

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Access Allowed <small>Refer Notes 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Order Numbers	N/A	FINPAE		Reference Document
Restricted	Pay Packet Breakdown Calculations	5 years	FINP09B02		
Restricted	Payslips	5 Years			Working Documents
Restricted	Petty Cash Book	15 Years			Books and registers
Restricted	Petty Cash Balance Record	5 years		F6c/2	
Restricted	Petty Cash Count	5 years	FINP09C02	F6b/2	
Restricted	Petty Cash Float Breakdown	N/A	FINPAA03	F6d/2	
Restricted	Petty Cash Reimbursement	5 years	FINP09C03		
Restricted	Petty Cash Voucher	5 years	FINP09C01	F6a/2	
Restricted	Posting Keys	N/A	FINPAF		Reference Document
Restricted	Product Codes	N/A	FINPAK		Reference Documents
Restricted	Progressive Capital Expenditure Reports	N/A	FINP06A16		Working Document
Restricted	Purchase Order Requisition	5 years	FINP07C01	M1/2	
Restricted	R/D Cheque(For Branch Use)	5 years	FINP04C10	D8/2	
Restricted	R/D Cheques(For Corporate Services Use)	5 years	FINP04C10	D8a/2	
Restricted	Reconciliation of MOS Revenue to Schedule Productivity	N/A	FINP09H03		Working Document
Restricted	Record of Amendments continued	N/A	FINP00	F10	
Restricted	Refund	5 years	FINP04C09	D9/2	
Restricted	Service Addendum	5			
Restricted	Spares Issue from Stock	5 years	FINP07E04		
Restricted	Standard Bank EFTS	N/A	FINPAQ01		Reference Documents
Restricted	Stock Costs, Prices and Storage Locations	N/A	FINPAA06		Reference Document
Restricted	Stock Return Sales Order Type	5 years	FINP07D03		
Restricted	Sundry Receipts	5 years	FINP09A04	F8/2	
Restricted	Supplier Assessment Form	5 years	FINP07A02		
Restricted	System-Generated Reports	N/A	FINPAR		Reference Document
Restricted	Tax Codes	N/A	FINPAG		Reference Document
Restricted	Tender Supplier Rating Form	5 years	FINP05C01		
Restricted	Training	N/A	FINPAT		Reference Document
Restricted	Transfer of Payment Between Debtors	5 years	FINP04C08	D10/2	

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Access Allowed <small>Refer Note 1</small>	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Travel Request Memorandum	N/A	F12/2	F12/2	
Restricted	Travel Request Memorandum	5 years	FINP09C05	F12/2	
Restricted	Year-end Instructions	N/A	FINPAN		Reference Document
	TRANSPORT				
Restricted	Accident Categorisation	2 Years	FGT22b	FGT22b	
Restricted	Accident History	2 Years	FGT22	FGT22	
Restricted	Application to Dispose of Company Vehicle – Incomplete	N/a	FGT61	FGT61	
Restricted	Application to dispose of Company Vehicle – Report back	N/a	FGT60	FGT60	
Restricted	Application to Purchase – Incomplete	N/a	FGT5	FGT5	
Restricted	Application to Purchase Company Vehicle – Report Back	N/a	FGT4	FGT4	
Restricted	Breakdown Register	2 Years	FGT12	FGT12	
Registered	Casual Vehicle Hire	2 Years		FGT/11	
Restricted	Certificate of Fitness Letter	2 Years	FGT47	FGT47	
Restricted	Change in Driver of Company Vehicle	5 Years	FGT27	FGT27	
Restricted	Daily Fuel/issue Sheet	5 Years		FGT/45	
Restricted	Daily Fuel/Oil Sheet	5 Years		FGT/45a	
Restricted	Delivery of Vehicle	2 Years		FGT/46	
Restricted	Driver Training Forms – Multiple –choice Questions	5 Years	DT1-DT5	FGT/29,30,31,32,33,	
Restricted	Dummy Fleet Analysis	N/A		FGT/10	
Restricted	External Daily Fuel/Oil issue Sheet	2 Years	FGT45	FGT45	
Restricted	Fine Receipt Acknowledgement	5 Years	FGT13a	FGT13a	
Restricted	Fines Register	5 Years	FGT13	FGT13	
Restricted	Fixed Assets Register	15 Years			Books and registers
Restricted	Form of Proxy	5 Years	FGT43	FGT43	
Restricted	Group Motor Vehicle Accident Register	5 Years	FGT39	FGT39	
Restricted	Interlocking Failure Register	2 Years	FGT12i	FGT12i	
Restricted	Interlocking Maintenance Record	2 Years	FGT2i	FGT/2	
Restricted	Internal Daily Fuel/Oil Issue Sheet	2 Years	FGT45a	FGT45aI	
Restricted	Job Card	2 Years	FGT23	FGT23	
Restricted	Maintenance Categories	N/a	FGT28	FGT28	
Restricted	Master File Change	1 Year	FGT49	FGT49	

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Access Allowed Refer Page 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Motor Accident Notification Letters	2 Years	FGT21&21a	FGT21&21a	
Restricted	Motor Accident Report	5 Years	FGT18 & 18a	FGT18 & 18a	
Restricted	Motor Theft Report	5 Years	FGT19	FGT19	
Restricted	Motor Vehicle Accident Register	5 Years	FGT17	FGT17	
Restricted	Motor Vehicle Accident/theft – Investigation & Analysis	5 Years	FGT20	FGT20	
Restricted	Motor Vehicle Accidents – Summary of Cause & Type	2 Years	FGT22	FGT22	
Restricted	Motor Vehicle License Verification	5 Years	FGT44	FGT44	
Restricted	New Vehicle Application	5 Years	FGT35	FGT35	
Restricted	Notification of Accident Committee Finding	2 Years	FGT22c	FGT22c	
Restricted	Notification of Driver –Traffic Offence	5 Years	FGT38	FGT38	
Restricted	Notification of Vehicle Delivery	5 Years	FGT46 & 46a	FGT46 & 46a	
Restricted	On-the-Scene Accident Report	5 Years	FGT37	FGT37	
Restricted	Public Driving Permit Letter	2 Years	FGT48	FGT48	
Restricted	Spares Control	2 Years	FGT26	FGT26	
Restricted	To the Driver's Licence Section	N/A		FGT/44	
Restricted	Tool and Equipment Register	5 Years	FGT29	FGT29	
Restricted	Transport Disclaimer	5 Years	FGT30	FGT30	
Restricted	Vehicle Daily Check List	1 Year	FGT16a	FGT16a	
Restricted	Vehicle Disposal Application CAPEX 2	5 Years	FGT36	C2v/2	
Restricted	Vehicle Legal file	5 Years			Working Document
Restricted	Vehicle Maintenance file	Life of vehicle			Working Document
Restricted	Vehicle Maintenance Record	2 Years	FGT2	FGT/2	
Restricted	Vehicle Purchases Application CAPEX 1	5 Years	FGT34	C1v/2	
Restricted	Vehicle Weekly Check list	1 Year	FGT16	FGT16	
Restricted	Workshop Productivity	N/A		FGT/25	
Restricted	Workshop Productivity Report	2 Year	FGT25	FGT25	
Restricted	Workshop Weekly Summary	2 Year	FGT24		

Note: Restricted – Information Officer will consider applications, which comply with the procedural requirements as per the Act

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	MARKETING, SALES & PUBLIC RELATIONS				
Restricted	Weekly Activity Sales Report	1 month	CLNPRO1A	CLNPRO1A	
Restricted	Weekly sales reports	2 Years	CLNPRO1A		Working Document
Restricted	Monthly sales reports	2 Years	CLNPRO1		Working Document
Restricted	Client files & service schedules	3 Years after term of service	CLNPRO1		Working Document
Restricted	Diary	1 Year	CLNPRO1		Working Document
Restricted	Lead/Client information	Duration of contract	DATA BASE		Database
	SITE SURVEY & SERVICE DESIGN				
	Client File	3 Years after termination of service			
Restricted	Building Plans	3 Years after termination of service	Reference Document		Working Documents
Restricted	Tender Documents	3 Years after termination of service	Reference Document		Working Documents
Restricted	Limits of Authority	N/A	CLNPRO2.1	CLNPRO2.1	
Restricted	Site Survey form	3 Years after termination of service	CLNPRO2A	CLNPRO2A	
Restricted	Risk Assessment Questionnaire	3 Years after termination of service	CLNPRO2B	CLNPRO2B	
Restricted	Quotations on Quote file	2 Years	CLNPRO2		
Restricted	Clients Contract file	3 Years after termination of service	CLNPRO2		Working Document
	QUOTATIONS AND AGREEMENTS				
	Client File	3 Years after termination of service			
Restricted	J Document	3 Years after termination of service	CLNPRO3A	CLNPRO3A	
Restricted	Specific quotations	3 Years after termination of service	CLNPRO3		Working Document
Restricted	Costing sheets	3 Years after termination of service	CLNPRO3		Working Document

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Agreement (standard terms and conditions)	5 Years	CLNPRO3		
Restricted	Credit application form	3 Years after termination of service	FINP03A01 Group Finance Policies and Procedures	FINP03A01	
Restricted	Covering letter to client	3 Years after termination of service	CLNPRO3B	CLNPRO3B	
Restricted	Contract File	3 Years after termination of service	CLNPRO3		Working Document
Restricted	Operations Contract file	3 Years after termination of service	CLNPRO3		Working Document
Restricted	One-off Survey Form	3 Years after termination of service	CLNPRO3C	CLNPRO3C	
Restricted	Debit Order Instruction	5 Years	FINP04C02 Group Finance Policies and Procedures	FINP04C02	
Restricted	Variation Instruction Form	3 Years after termination of service	CLNPRO3D	CLNPRO3D	
	RECRUITMENT OF CLEANING STAFF				
	Personnel File	4 years after termination			
Restricted	Records of Terminated Cleaners	4 years after termination	Reference Document		Working Document
Restricted	Contents of Personal File as indexed on file cover	4 years after termination	As per Group Personnel Policies and Procedures		Working Document
Restricted	Uniform Issue form	4 years after termination	CLNPRO4A	CLNPRO4A	
Restricted	Aptitude Test	4 years after termination	CLNPRO4B	CLNPRO4B	
Restricted	Contract of Employment	4 years after termination	CLNPRO4	Section B Topic 30 Appendix A-G, H, I and L	
	TRAINING OF CLEANING STAFF				
Restricted	Training Prospectus	N/A	Reference Document		Books and registers
Restricted	Training Course Material	N/A	Reference Document		Books and registers
Restricted	Certificate of Training – Personnel File	4 years after termination	As per Training College Policies and Procedures		
Restricted	Training College Course Nomination form	1 Year	As per Training College Policies and Procedures		
Restricted	Branch Induction Checklist – Personnel File	4 years after termination	CLNPRO5A	CLNPRO5A	
	DELIVERY OF SERVICE				

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	Client File	3 Years after termination of service			
Restricted	Uniform Issue book	3 Years after termination of service	CLNPRO4A		Books and registers
Restricted	Site Communication Book	3 Years after termination of service	CLNPRO6		Books and registers
Restricted	Internal Transfer form	4 Years after termination of service	CLNPRO6A	CLNPRO6A	
Restricted	Attendance Register	3 Years after termination of service	CLNPRO6		Books and register
Restricted	Staff Site Deployment Record (sample only)	3 Years after termination of service	Not in QA Manual		
Restricted	Costing Sheet	3 Years after termination of service	CLNPRO3		
Restricted	Examples of Duty Rosters	3 Years after termination of service	CLNPRO6		
Restricted	Specialised Services Job Card	3 Years after termination of service	CLNPRO6B	CLNPRO6B	
Restricted	Work Schedule	3 Years after termination of service	CLNPRO6C	CLNPRO6C	
Restricted	On-site Safety Form	3 Years after termination of service	CLNPRO6D	CLNPRO6D	
	SITE INSPECTIONS AND CLIENT MEETINGS				
	Client File	3 Years after termination of service			
Restricted	Quality Control Report	3 Years after termination of service	CLNPRO7A	CLNPRO7A	
Restricted	Site Specific Quality Control Report	3 Years after termination of service	CLNPRO7B	CLNPRO7B	
Restricted	Client Liaison Monitor	3 Years after termination of service	CLNPRO7C	CLNPRO7C	
Restricted	Client/site Visit Sheet	3 Years after termination of service	CLNPRO7		
Restricted	Site Inspection Check List (sample only)	3 Years after termination of service	CLNPRO7		
Restricted	Site Specific Inspection Check List (sample only)	3 Years after termination of service	CLNPRO7		

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
	EMERGENCIES, INVESTIGATIONS AND CLIENT CLAIMS				
	Fidelity Investigations and Fidelity Insurance File				
Restricted	Strike Contingency Planning Document	3 Years	CLNPRO8A	CLNPRO8A	
Restricted	Stay Away Situation Report	3 Years	CLNPRO8B	CLNPRO8B	
Restricted	Investigation Dossier	3 Years	CLNPRO8		Working Document
	Service delivery investigations				
Restricted	Quality reports (with associated records & correspondence)	3 Years	Not in QA Manual		
	SERVICE TERMINATION				
	Client File	3 Years after termination of service			
Restricted	Emergency, Investigations and Client Claims	3 Years after termination of service	CLNPRO8		Working Documents
Restricted	Variation Instruction	3 Years after termination of service	CLNPRO3		
Restricted	Site withdrawal check list	3 Years after termination of service	CLNPRO9A	CLNPRO9A	
Restricted	Site communication book	3 Years after termination of service	Not in QA Manual		Books and registers
	STOCK & EQUIPMENT CONTROL				
	Client File	3 Years after termination of service			
Restricted	Contract Budget	3 Years after termination of service	Reference Document		
Restricted	Stores Order list	6 months	CLNPRO10		
Restricted	Stock requisition/Issue sheets	6 months	Not in QA Manual		
Restricted	Stock Card (sample only)	1 Year	CLNPR10A	CLNPR10A	
Restricted	Monthly Stock Control Sheet	1 Year	CLNPR10B	CLNPR10B	
Restricted	Site Stock Control Register	3 Years after termination of service	CLNPR10C	CLNPR10C	
Restricted	Uniform Issue	3 Years after termination of service	CLNPR04A		
Restricted	Machine/Equipment Register	Duration of use of equipment	CLNPR10D	CLNPR10D	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Machine/Equipment Movement Register	Duration of use of equipment	CLNPR10E	CLNPR10E	
Restricted	Machine Out On Loan Register	Duration of use of equipment	CLNPR10F	CLNPR10F	
Restricted	List of Equipment/Machines Issued	3 Years after termination of service	CLNPR10G	CLNPR10G	
Restricted	Machine Workshop Job Card	1 Year	CLNPR10H	CLNPR10H	
	DOCUMENT CONTROL / QUALITY RECORDS				
Restricted	Document Amendment Memorandum	2 Year	HOG01A	HOG01A	
Restricted	Document Issue Memorandum	2 Year	HOG01B	HOG01B	
Restricted	Distribution List	2 Year	HOG01C	HOG01C	
	CORRECTIVE & PREVENTATIVE ACTION				
Restricted	Quality Audit Report	5 Year	HOG02A	HOG02A	
Restricted	External/Internal quality Audit Notification memorandum	1 Year	HOG02B	HOG02B	
Restricted	Internal Quality Audits – Record of Activity	5 Year	HOG02C	HOG02C	
Restricted	Quality Performance Reports/Annual Quality Performance Reports	5 Year	HOG02		Working Document
Restricted	Quality Audit Schedule	1 Year	HOG02C		
Restricted	Reports on External Audits	5 Years	HOG02C		Working Document
Restricted	Corrective Action Records	5 Years	Reference Document		Working Documents
	Quality Reports				
Restricted	Quality reports	2 Years	HOG03A	HOG03A	
Restricted	Quality report registers	2 Years	HOG03B	HOG03B	
	Management				
Restricted	Approved Suppliers List	N/A	Reference Document		Working Document
Restricted	Purchase Orders	5 Years	FINP07C01 Financial Policies and Procedures	FINP07C01	
Restricted	Internal Audit Program	1 Year	Financial Policies and Procedures		Working Document
Restricted	Internal Audits	1 Year	Financial Policies and Procedures		Working Document
Restricted	Monthly reports	3 Years	HOG04		Working Document

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Minutes of meetings	3 Years	HOGEO4		Working Document
	INDUSTRIAL RELATIONS				
	Disciplinary Records	4 years after termination	As per Group Industrial Relations Policies and Procedures		
Restricted	Written Warning	4 years after termination	Do	LR1	
Restricted	Notice to attend a disciplinary hearing	4 years after termination	Do	LR2	
Restricted	Appeal Against Discipline or Dismissal	4 years after termination	Do	LR3	
Restricted	Notice to Attend an Appeal Hearing	4 years after termination	Do	LR4	
Restricted	Chairperson's Checklist to be followed at the disciplinary hearing	4 years after termination	Do	LR5	
Restricted	Chairperson's Checklist to be followed at the appeal hearing	4 years after termination	Do	LR6	
Restricted	Notice of Dismissal	4 years after termination	Do	LR7	
Restricted	Confirmation of Dismissal	4 years after termination	Do	LR8	
Restricted	Notice of Suspension	4 years after termination	Do	LR9	
Restricted	Record of Disciplinary Hearing	4 years after termination	Do	LR10	
Restricted	Conciliation Record	4 years after termination	Do	LR11	
Restricted	Grievance	4 years after termination	Do	LR20	
Restricted	Notice to Attend a Grievance Hearing	4 years after termination	Do	LR21	
Restricted	Resolution of Grievance	4 years after termination	Do	LR22	
Restricted	Appeal Against a Grievance Decision	4 years after termination	Do	LR23	
Restricted	Decision of a Grievance Review	4 years after termination	Do	LR24	
	HUMAN RESOURCES				
	Letters of Employment & Applicable Employment, personnel changes & termination forms	4 years after termination	As per Group Policies and Procedures		
Restricted	Application for Employment	4 years after termination	Do	Per/2	
Restricted	Letters of Appointment/Contracts	4 years after termination	Do	Section B Topic 30 Appendix A-G, H, I and L	
Restricted	Restraint of Trade Agreement	4 years after termination	Do	Section B Topic 30 Appendix Z	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Induction Check List	4 years after termination	Do	Section B Topic 40 Appendix A	
Restricted	Relocation Policy and Acknowledgement of Debt	4 years after termination	Do	Section B Topic 60 Appendix A	
Restricted	Letter to the Receiver of Revenue	4 years after termination	Do	Section B Topic 60 Appendix B1	
Restricted	Memo to Transferred Employee	4 years after termination	Do	Section B Topic 60 Appendix B2	
Restricted	Deferred Compensation Plan Service Agreement	4 years after termination	Do	Section C Topic 60 Appendix A	
Restricted	Application for Assisted Body	4 years after termination	Do	Section D Topic 80 Appendix A1	
Restricted	Application and Authority for Payment of Study Grant	4 years after termination	Do	Section D Topic 80 Appendix A2	
Restricted	Study Assistance. Acknowledgement of Debt	4 years after termination	Do	Section D Topic 80 Appendix B	
Restricted	Annual Leave Application	4 years after termination	Do	Section E Topic 10 Appendix A Per/17	
Restricted	Maternity Leave Policy. Acknowledgement of Debt	4 years after termination	Do	Section E Topic 70 Appendix A	
Restricted	Notice of Termination of Employment	4 years after termination	Do	Section F Topic 10 Appendix A	
Restricted	Exit Interview	4 years after termination	Do	Section F Topic 10 Appendix B Per/14	
Restricted	Company Property Check List	4 years after termination	Do	Section F Topic 10 Appendix C Per/16	
Restricted	Certificate of Service	4 years after termination	Do	Section F Topic 10 Appendix D	
Restricted	On Site Training Request Form	2 Years	As per Training College Policies and Procedures		
Restricted	Training Report	1 Year	As per Training College Policies and Procedures		
Restricted	Course Nomination Form	4 years after termination	As per Training College Policies and Procedures		
Restricted	Course Reports/certificates	4 years after termination	As per Training College Policies and Procedures		
Restricted	Training Attendance Register	3 Years	As per Training College Policies and Procedures		Books and registers
	ADMINISTRATION				
Restricted	Duplicate Waybills	5 Years	HOGEO6		External Document
Restricted	Registered Mail Receipts	5 Years	HOGEO6		External Document

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Access Allowed Refer Note i	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Client File	3 years after termination	HOGE06		Working Document
Restricted	Health and Safety Registers	5 Years	HOGE06		Books and Registers
	BUSINESS PLANNING, BUDGETING AND MANAGEMENT REVIEWS				
Restricted	Business Plans	3 Years	HOG10		Working Document
Restricted	Budgets	5 Years	HOG10		Working Document
Restricted	Minutes of Management Reviews	5 Years	HOG10		Working Document
	INFORMATION SERVICES				
Restricted	Service Request forms	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Request for Computer Training Forms	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Back up Log	1 Year	As per Group Information Services Policies and Procedures		
Restricted	Equipment Loan Register	1 after return	As per Group Information Services Policies and Procedures		Books and Registers
Restricted	Back up Tapes/Diskettes	Nature of task	As per Group Information Services Policies and Procedures		Working Documents
	FINANCE				
Restricted	Absa Bank EFTS	5 Years	FINPAQ02		Reference Documents
Restricted	Account Group Assignments	N/A	FINPAL		Reference Document
Restricted	Accounting Timetable	1 Month	HOGE07		Working Documents
Restricted	Activity Types	N/A	FINPAJ		Reference Document
Restricted	Additional Entry Form for Debtors Receipts	5 years	FINP04C06		
Restricted	Annual Reports, Financial Statements and Company Brochures	15 Years	FINPAU		Reference Document
Restricted	Approved Suppliers List and Vendor Codes	N/A	FINPAA04		Reference Document
Restricted	Balance Sheet Reconciliation	5 years	FINP09H01		Working Document
Restricted	Branch Details	N/A	FINP00	F3	

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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Branch Fixed Asset Register	15 Years	FINPAA07		Reference Document
Restricted	Branch Stationery	N/A	FINPAA08		Reference Document
Restricted	Branch/Department Budgets	3 Years			Working Document
Restricted	Bulk Cash Balance Sheet Reconciliation	5 years	FINP09B05		Working Document
Restricted	Bulk Cash Bank Account Reconciliation	5 years	FINP09B04		Working Document
Restricted	Bulk Cash Disbursement Estimation	5 years	FINP09B01		Working Document
Restricted	Bulk Cash Disbursement Reconciliation	5 years	FINP09B03		Working Document
Restricted	Business Types	N/A	FINPAI		Reference Document
Restricted	CAPEX 1 Purchase Application	5 years	FINP06A01	C1/2	
Restricted	CAPEX 1 Vehicle Purchase Application	5 years	FINP06A02	C1v/2&C2v/2	
Restricted	CAPEX 2 Disposal Application	5 years	FINP06A05	C2/2	
Restricted	CAPEX 2 Vehicle Disposal Application	5 years	FINP06A06	FINP06A06	
Restricted	CAPEX Application -- Acknowledgement of Receipt	N/A	FINP06A14		
Restricted	CAPEX Applications Log	N/A	FINP06A11		
Restricted	CAPEX Applications Record	N/A	FINP06A10		
Restricted	CAPEX Approval Schedule	N/A	FINP06A12		
Restricted	CAPEX Approval/Rejection Memorandum	N/A	FINP06A15		
Restricted	CAPEX Rejections Schedule	N/A	FINP06A13		
Restricted	CAPSUM/Fixed Asset Register Reconciliation	5 years	FINP06B01		Working Document
Restricted	Casual Job Card	5 Years			
Restricted	Casual SVS forms & contract	5 Years			
Restricted	Chart of Accounts	N/A	FINPAD		Reference Document
Restricted	Cheque Requisition for a Creditor	5 years	FINP09A02	F2/2	
Restricted	Cheque Requisition for a Non-Creditor	5 years	FINP09A01	F1/2	
Restricted	Client Bank Transfer Processing Form	5 years	FINP04C07		
Restricted	Collection Percentage Calculation Schedule	5 years	FINP04B03	D11/2	
Restricted	Commission Rules	N/A	FINPAV		Reference Document
Restricted	Company Codes	N/A	FINPAC		Reference Document
Restricted	Contract Consumables Returned/Delivered Back to Stock	5 years	FINP07F01		

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Access Allowed Refer No:	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Create Contract Consumables	5 years	FINP07E01		
Restricted	Credit Application	5 years	FINP03A01		
Restricted	Credit Application Approved	5 years	FINP04C01		
Restricted	Credit Checking	N/A	FINPAS		Reference Document
Restricted	Credit Control (Corporate Services Departmental Report, Board Pack)	5 years	FINP04C11		Working Document
Restricted	Credit Memo Request for Consumables	5 years	FINP07D02		
Restricted	Credit Note Advice	5 years	FINP04B02		
Restricted	Creditor Reconciliation	5 years	FINP05B03		Working Document
Restricted	Creditors – Non-Stock Items Credit Note	5 years	FINP05B02		
Restricted	Creditors – Non-Stock Items Invoice	5 years	FINP05B01		
Restricted	Current Account /Cash Book	15			Books and registers
Restricted	Current Account Reconciliation	5 years	FINP09H02		Working Document
Restricted	Current Account Supporting Document	5 years	FINP09H02		
Restricted	Debit Order Amendment Instruction	5 years	FINP04C03		
Restricted	Debit Order Instruction	5 years	FINP04C02		
Restricted	Debit Order Processing Form	5 years	FINP04C06	D201/2	
Restricted	Debtor Reconciliation	5 years	FINP04C13		Working Document
Restricted	Debtors Adjustment – Credit	5 years	FINP04C11	D5/2	
Restricted	Debtors Adjustment – Debit	5 years	FINP04C12	D6/2	
Restricted	Debtors Receipts	5 years	FINP04C06		
Restricted	Debtors Report	5 years	FINP04C14		Working Document
Restricted	Electronic Fund Transfer Systems	N/A	FINPAQ		Reference Document
Restricted	Fleet numbers	N/A	FINPAA02		Reference Document
Restricted	General Ledger	15 Years			Books and registers
Restricted	Goods Returned to Supplier	5 years	FINP07D02		
Restricted	Handover Checklist	5 years	FINP04D02		
Restricted	Internal Audit Programme	1 Year	HOGEO4		Working Document
Restricted	Internal Audit Reports	1 Year	HOGEO4		Working Document
Restricted	Invoice Advice	5 years	FINP04B01		
Restricted	Journal Entry	5 years	FINP09F01	F5/2	

ANNEXURE: F

REFER ENCE: ANNEX URE REVISI ON NO.: DATE: PAGE:	RECORD LIST FSCS 0 2002- 08-14 11 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SUPERCARE CLEANING SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Liquidation Checklist	5 years	PINP04D02		
Restricted	Local Expense Account	5 years	PINP09C04	F11/2	
Restricted	Master for New Material	N/A	PINP07B01		Data base
Restricted	Master for New Vendor	5 years	PINP07A01	M2/2	
Restricted	Material Group Codes	N/A	PINPAA05		Reference Document
Restricted	Month-end Processing Plan	N/A	PINPAO		Reference Document
Restricted	Monthly Debtors Commission Payment	5 years	PINP04C15		Working Document
Restricted	Monthly Debtors Commission Payment Database	5 years	PINP04C15		Database
Restricted	Nedbank EFTS	5 Years	PINPAQ03		Reference Document
Restricted	Officials Designated in the Text	N/A	PINPAA01	F9	
Restricted	Order Numbers	N/A	PINPAE		Reference Document
Restricted	Pay Packet Breakdown Calculations	5 years	PINP09B02		
Restricted	Payslips	5 Years			Working Documents
Restricted	Petty Cash	15 Years			Books and registers
Restricted	Petty Cash Balance Record	5 years		F6c/2	
Restricted	Petty Cash Count	5 years	PINP09C02	F6b/2	
Restricted	Petty Cash Float Breakdown	N/A	PINPAA03	F6d/2	
Restricted	Petty Cash Reimbursement	5 years	PINP09C03		
Restricted	Petty Cash Voucher	5 years	PINP09C01	F6a/2	
Restricted	Posting Keys	N/A	PINPAF		Reference Document
Restricted	Product Codes	N/A	PINPAK		Reference Documents
Restricted	Progressive Capital Expenditure Reports	N/A	PINP06A16		Working Document
Restricted	Purchase Order Requisition	5 years	PINP07C01	M1/2	
Restricted	R/D Cheque(For Branch Use)	5 years	PINP04C10	D8/2	
Restricted	R/D Cheques(For Corporate Services Use)	5 years	PINP04C10	D8a/2	
Restricted	Reconciliation of MOS Revenue to Schedule Productivity	N/A	PINP09H03		Working Document
Restricted	Record of Amendments continued	N/A	PINP00	F10	
Restricted	Refund	5 years	PINP04C09	D9/2	
Restricted	Service Addendum	5 Years			
Restricted	Spares Issue from Stock	5 years	PINP07E04		

ANNEXURE: F

REFER ENCE: ANNEX URE REVISI ON NO: DATE: PAGE:	RECORD LIST FSCS 0 2002- 08-14 12 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SUPERCARE CLEANING SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Standard Bank EFTS	5 Years	FINPAQ01		Reference Documents
Restricted	Stock Costs, Prices and Storage Locations	N/A	FINPAA06		Reference Document
Restricted	Stock Return Sales Order Type	5 years	FINP07D03		
Restricted	Sundry Receipts	5 years	FINP09A04	F8/2	
Restricted	Supplier Assessment Form	5 years	FINP07A02		
Restricted	System-Generated Reports	N/A	FINPAR		Reference Document
Restricted	Tax Codes	N/A	FINPAG		Reference Document
Restricted	Tender Supplier Rating Form	5 years	FINP05C01		
Restricted	Training	N/A	FINPAT		Reference Document
Restricted	Transfer of Payment Between Debtors	5 years	FINP04C08	D10/2	
Restricted	Travel Request Memorandum	N/A	F12/2	F12/2	
Restricted	Travel Request Memorandum	5 years	FINP09C05	F12/2	
Restricted	Year-end Instructions	N/A	FINPAN		Reference Document
	TRANSPORT				
Restricted	Accident Categorisation	2 Years	FGT22b	FGT22b	
Restricted	Accident History	2 Years	FGT22	FGT22	
Restricted	Application to Dispose of Company Vehicle – Incomplete	N/a	FGT61	FGT61	
Restricted	Application to dispose of Company Vehicle – Report back	N/a	FGT60	FGT60	
Restricted	Application to Purchase – Incomplete	N/a	FGT5	FGT5	
Restricted	Application to Purchase Company Vehicle – Report Back	N/a	FGT4	FGT4	
Restricted	Breakdown Register	2 Years	FGT12	FGT12	
Registered	Casual Vehicle Hire	2 Years		FGT/11	
Restricted	Certificate of Fitness Letter	2 Years	FGT47	FGT47	
Restricted	Change in Driver of Company Vehicle	5 Years	FGT27	FGT27	
Restricted	Daily Fuel/issue Sheet	5 Years		FGT/45	
Restricted	Daily Fuel/Oil Sheet	5 Years		FGT/45a	
Restricted	Delivery of Vehicle	2 Vehicles		FGT/46	
Restricted	Driver Training Forms – Multiple –choice Questions	5 Years	DT1-DT5	FGT/29,30,31,3 2,33,	
Restricted	Dummy Fleet Analysis	N/A		FGT/10	

ANNEXURE: F

REFER ENCE: ANNEX URE REVISI ON NO: DATE: PAGE:	RECORD LIST FSCS 0 2002- 08-14 13 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SUPERCARE CLEANING SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	External Daily Fuel/Oil issue Sheet	2 Years	FGT45	FGT45	
Restricted	Fine Receipt Acknowledgement	5 Years	FGT13a	FGT13a	
Restricted	Fines Register	5 Years	FGT13	FGT13	
Restricted	Fixed Assets Register	15 Years			Books and registers
Restricted	Form of Proxy	5 Years	FGT43	FGT43	
Restricted	Group Motor Vehicle Accident Register	5 Years	FGT39	FGT39	
Restricted	Interlocking Failure Register	2 Years	FGT12i	FGT12i	
Restricted	Interlocking Maintenance Record	2 Years	FGT2i	FGT/2	
Restricted	Internal Daily Fuel/Oil Issue Sheet	2 Years	FGT45a	FGT45aI	
Restricted	Job Card	2 Years	FGT23	FGT23	
Restricted	Maintenance Categories	N/a	FGT28	FGT28	
Restricted	Master File Change	1 Year	FGT49	FGT49	
Restricted	Motor Accident Notification Letters	2 Years	FGT21&21a	FGT21&21a	
Restricted	Motor Accident Report	5 Years	FGT18 & 18a	FGT18 & 18a	
Restricted	Motor Theft Report	5 Years	FGT19	FGT19	
Restricted	Motor Vehicle Accident Register	5 Years	FGT17	FGT17	
Restricted	Motor Vehicle Accident/theft – Investigation & Analysis	5 Years	FGT20	FGT20	
Restricted	Motor Vehicle Accidents – Summary of Cause & Type	2 Years	FGT22	FGT22	
Restricted	Motor Vehicle License Verification	5 Years	FGT44	FGT44	
Restricted	New Vehicle Application	5 Years	FGT35	FGT35	
Restricted	Notification of Accident Committee Finding	2 Years	FGT22c	FGT22c	
Restricted	Notification of Driver –Traffic Offence	5 Years	FGT38	FGT38	
Restricted	Notification of Vehicle Delivery	5 Years	FGT46 & 46a	FGT46 & 46a	
Restricted	On-the-Scene Accident Report	5 Years	FGT37	FGT37	
Restricted	Public Driving Permit Letter	2 Years	FGT48	FGT48	
Restricted	Spares Control	2 Years	FGT26	FGT26	
Restricted	To the Driver's Licence Section	N/A		FGT/44	
Restricted	Tool and Equipment Register	5 Years	FGT29	FGT29	
Restricted	Transport Disclaimer	5 Years	FGT30	FGT30	
Restricted	Vehicle Daily Check List	1 Year	FGT16a	FGT16a	
Restricted	Vehicle Disposal Application CAPEX 2	5 Years	FGT36	C2v/2	
Restricted	Vehicle Legal file	5 Years			Working Document

ANNEXURE: F

REFER ENCE: ANNEX URE REVISI ON NO: DATE: PAGE:	RECORD LIST FSCS 0 2002- 08-14 14 OF 13	FIDELITY SERVICES GROUP LTD FIDELITY SUPERCARE CLEANING SERVICES LIST OF RECORDS AND CATEGORY OF RECORDS	FIDELITY CORPORATE SERVICES
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Access Allowed Refer Note 1	Form Title	Retention Period*	Quality Manual Reference	Sample Document Reference	Why no sample document
Restricted	Vehicle Maintenance file	Life of vehicle			Working Document
Restricted	Vehicle Maintenance Record	2 Years	FGT2	FGT/2	
Restricted	Vehicle Purchases Application CAPEX 1	5 Years	FGT34	C1v/2	
Restricted	Vehicle Weekly Check list	1 Year	FGT16	FGT16	
Restricted	Workshop Productivity	N/A		FGT/25	
Restricted	Workshop Productivity Report	2 Years	FGT25	FGT25	
Restricted	Workshop Weekly Summary	2 Years	FGT24		
Restricted	Workshop Weekly Summary	2 Years	FGT24		

Note1: Restricted – Information Officer will consider applications, which comply with the procedural requirements as per the Act



GLOBE ENGINEERING WORKS (PTY) LTD

Berio Road • Port of Cape Town
P.O. Box 13 • Woodstock • 7915

Tel: (021) 448-4640
Fax: (021) 448-4652
E-mail: globeng@iafrica.com

OUR REF:

PBC/nj

DATE: 13 August 2002

GLOBE ENGINEERING WORKS (PTY) LTD

SEC 51 MANUAL

(in respect of the Promotion of Access to Information Act)

51 (a) Details of Company

Globe Engineering Works (Pty) Ltd (Globe) is a registered South African private company whose liability is Limited.

Physical Location	:	Berio Road, Port of Cape Town
Registered Address	:	Berio Road, Port of Cape Town, 8001
Postal Address	:	P O Box 13, Woodstock, 7915
Telephone Number	:	(021) 4484640
Fax Number	:	(021) 4484652
Information Officer	:	Mr. Peter Burdett Coutts
Co. Registration No.	:	1947/027805/07

51 (b) A description of the guide referred to in Section 10

The Human Rights Commissioner will issue a manual to assist users of the act in understanding their rights.

Contact	:	Private Bag 2700, Houghton, 2041
Telephone No.:	:	(011) 484 8300

51 (c) Latest notice in terms of Section 52(2)

The company has not submitted to the minister a description of those categories of record automatically available without request.

.....2/

ALL WORK UNDERTAKEN WILL BE SUBJECT TO OUR CONDITIONS OF CONTRACT. COPIES OF WHICH ARE AVAILABLE ON REQUEST

Globe Engineering Works (Pty) Ltd — Co. Reg. No. 1947/027805/07

Directors: D. Royston (Chairman), T.B. Bain (Managing Director), P.B. Coutts, T. Larkin, R.E. Sherrell, J. Steward

51 (d) A description of the records which are available in accordance with any other legislation

The company keeps financial records as required by the Companies Act 1974 (as amended). These are subject to Annual Audit from which, in terms of Generally Accepted Accounting Practice, Annual Financial Statements are produced for the shareholders of the company. Certain remunerative data is disclosed to S A Revenue Services as required by the Income Tax Act, Skills Development Act and the Unemployment Insurance Levy Act. There are no other acts of parliament that require the release of other records of the company to other select persons. The company does retain records as required, in respect of secretarial and personnel matters as well.

51 (e) Information to facilitate a request for access to company records

- The request must be made to the Information Officer specified above and at the contact numbers detailed.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the company is a separate legal entity from its Pension Funds as well as from those Fund's administrators, auditors, consultants, actuaries and other advisors/service providers. It utilises independent auditors.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The Information Officer will then make a decision whether to grant the request or not and notify the requester in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

51 (f) Other information as may be prescribed

The company is a member of S.E.I.F.S.A, the Metal Industries Bargaining Council to whose agreements, in addition to various labour acts, it is bound in labour related issues. The pension and provident funds, to which the company subscribes, are independently managed and reported on to the participating members. The company's employees are affiliated to various unions depending on their specific trades.

PMC

PRINIA MARKETING CONSULTANTS

[PTY] LIMITED Reg. No. 1988/00184/07
PO BOX 88 WOODSTOCK · 7915
TEL: (021) 47-9887 FAX: (021) 47-9778

13 August 2002

PRINIA MARKETING CONSULTANTS (PTY) LTD

SEC 51 MANUAL

(in respect of the Promotion of Access to Information Act)

51 (a) Details of Company

Prinia Marketing Consultants (Pty) Ltd (Prinia) is a registered South African private company whose liability is Limited.

Physical Location : Berrio Road, Port of Cape Town
Registered Address : Berrio Road, Port of Cape Town, 8001
Postal Address : P O Box 13, Woodstock, 7915
Telephone Number : (021) 4479887
Fax Number : (021) 4479778
Information Officer : Mr. Peter Burdett Coutts
Co. Registration No. : 1988/00184/07

51 (b) A description of the guide referred to in Section 10

The Human Rights Commissioner will issue a manual to assist users of the act in understanding their rights.

Contact : Private Bag 2700, Houghton, 2041
Telephone No.: (011) 484 8300

51 (c) Latest notice in terms of Section 52(2)

The company has not submitted to the minister a description of those categories of record automatically available without request.

DIRECTOR: T. LARKIN

51 (d) **A description of the records which are available in accordance with any other legislation**

The company keeps financial records as required by the Companies Act 1974 (as amended). These are subject to Annual Audit from which, in terms of Generally Accepted Accounting Practice, Annual Financial Statements are produced for the shareholders of the company. Certain remunerative data is disclosed to S A Revenue Services as required by the Income Tax Act, Skills Development Act and the Unemployment Insurance Levy Act. There are no other acts of parliament that require the release of other records of the company to other select persons. The company does retain records as required, in respect of secretarial and personnel matters as well.

51 (e) **Information to facilitate a request for access to company records**

- The request must be made to the Information Officer specified above and at the contact numbers detailed.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the company is a separate legal entity from its Pension Funds as well as from those Fund's administrators, auditors, consultants, actuaries and other advisors/service providers. It utilises independent auditors.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The Information Officer will then make a decision whether to grant the request or not and notify the requester in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

51 (f) **Other information as may be prescribed**

The company and its employee's contribute to a pension fund which is independently administered, controlled and reported on, as required by the Register of Pensions.

WEST AFRICAN SHIP REPAIRS (PTY) LTD**SEC 51 MANUAL**

(in respect of the Promotion of Access to Information Act)

51 (a) Details of Company

West African Ship Repairs (Pty) Ltd is a registered South African private company whose liability is Limited.

Physical Location	:	Berio Road, Port of Cape Town
Registered Address	:	Berio Road, Port of Cape Town, 8001
Postal Address	:	P O Box 13, Woodstock, 7915
Telephone Number	:	(021) 4484640
Fax Number	:	(021) 4484652
Information Officer	:	Mr. Peter Burdett Coutts
Co. Registration No.	:	1998/25607/07

51 (b) A description of the guide referred to in Section 10

The Human Rights Commissioner will issue a manual to assist users of the act in understanding their rights.

Contact	:	Private Bag 2700, Houghton, 2041
Telephone No.:	:	(011) 484 8300

51 (c) Latest notice in terms of Section 52(2)

The company has not submitted to the minister a description of those categories of record automatically available without request.

51 (d) **A description of the records which are available in accordance with any other legislation**

The company keeps financial records as required by the Companies Act 1974 (as amended). These are subject to Annual Audit from which, in terms of Generally Accepted Accounting Practice, Annual Financial Statements are produced for the shareholders of the company. The company holds certain investments but employs no staff. There are no other acts of parliament that require the release of other records of the company to other select persons. The company does retain records as required, in respect of secretarial matters as well.

51 (e) **Information to facilitate a request for access to company records**

- The request must be made to the Information Officer specified above and at the contact numbers detailed.
- Any request for access to records in terms of the Act must be completed on the prescribed form in terms of the Act and the Regulations thereto.
- Please note that the company is a separate legal entity from its Pension Funds as well as from those Fund's administrators, auditors, consultants, actuaries and other advisors/service providers. It utilises independent auditors.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate what form of access is required.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The Information Officer will then make a decision whether to grant the request or not and notify the requester in the required form.
- If the request is granted, then a further access fee must be paid for the search, reproduction and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.



P R I S A
EDUCATION & TRAINING CENTRE

PRISA Education & Training Centre

Section 21 Registration No 2000/01192/08

VAT registration number: 4230111686

P O Box 31749 Braamfontein 2017

Tel +27 11 726 7356

Fax +27 11 726 7082

Email info@prisa.co.za

Website www.prisa.co.za

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1. Objects of the Act
2. PRISA
3. Contacts
4. Access
5. The Guide
6. How to Access Information
 - a. Fees
 - b. Records that cannot be found
 - c. Decisions
 - d. Grounds for refusal
7. Appeals
 - How to Appeal
8. Liability

Fees

FORMS

- A. Notice of Internal Appeal
- B. Request for Access to a Record

Registered as Private Higher Education Institution by the Department of Education

Section 21 Company Directors: Sejamothopo Motau CPRP, Dr Barbara Jensen Vorster APR, Margaret Moscardi FPRISA,
Seugnet van Niekerk APR, director (managing)



ISO 9002 Certificate registration number: 90101087

1. Objects of the Act

The objects of the Act are to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.

Recognising that –

Section 32 (1)(b) provides for the horizontal application of the right of access to information held by another person to everyone when that information is required for the exercise or protection of any rights;

Bearing in mind that –

the right of access to any information held by a public or private body may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom as contemplated in section 36 of the Constitution.

And in order to –

Foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information;

Actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all their rights.

2. PRISA Education & Training Centre (PE&TC)**Section 21 registration****Department of Education provisional registration**

PRISA Education & Training Centre is an education provider in the public relations and communication management field. It is conditionally registered as a private higher education institute with the Department of Education. It is governed by its constitution and memorandum and articles of association. The centre is managed by a managing director and a team of academic and administrative personnel fulfilling the functions as set out in the objectives of its constitution.

3. Contact details

PRISA Education & Training Centre
2nd Fl. The Atrium
cnr Rustenburg Road & 7th Avenue
Melville
Johannesburg
P O Box 31749
Braamfontein
2017
Tel: 011-726 7356
Fax: 011-726 7082
Email: info@prisa.co.za
Website: www.prisa.co.za

Information officer

Seugnet van Niekèrk APR – managing director
Seugnetvn@prisa.co.za

4. Access to the guide

www.prisa.co.za

Registered as Private Higher Education Institution by the Department of Education

Section 21 Company Directors: Sejamothopo Motau CPRP, Dr Barbara Jensen Vorster APR, Margaret Moscardi FPRISA,
Seugnet van Niekèrk APR, director (managing)



ISO 9002 Certificate registration number: 90101087

5. Contents and description of the guide

The guide sets out the different types of records, the process to access these and the fees applicable.

PRISA Education & Training Centre would have two types of applicants. First, personal requesters who would be learners, who may require access to records containing personal information about them, and second, requesters who require information for the exercise or protection of their rights.

The categories are:

1. Must grant access

Where requesters require information for the exercise or protection of their rights or where a personal requester requests information.

A personal requester may obtain access to their own learner's file and accounts record.

2. May grant access

Where a personal requester seeks health records (section 61)

PRISA Education & Training Centre does not hold health records of its learners, contractors, volunteers or staff.

3. Must refuse a request

Involving unreasonable disclosure of information about a third party (sections 63(1) and 65.

Commercial information of a third party (section 64).

If disclosure could lead to endangering of physical safety (section 66(a).

Privileged documents (section 67)

Research information of a third party (section 69(1)

From a requester wishing to have access to a third party's personal and financial information. (i.e. a learner's information is confidential and available to that learner only) PRISA Education & Training Centre does not hold information containing trade secrets, financial, commercial, scientific or technical information of its learners, or delivery points (third parties)

PRISA Education & Training Centre will refuse access to third party copyright protected information, e.g. course material developed by it.

Any research information will not be disclosed without consent of the researcher or any third parties involved.

4. May not refuse a request

Where the information requested is already publicly available

Where the individual to whom it relates has consented to the disclosure and certain other grounds in section 63(2), including certain information relating to PRISA Education & Training Centre officials (section (2)(f)

Where the disclosed information would reveal a serious public safety or environmental risk (section 68 (2).

If the information requested is already publicly available, e.g. Company registration numbers and certificates, contents of media releases.

Where the individual to whom it relates has consented to the disclosure

Any information which is available in the public domain of www.prisa.co.za

Registered as Private Higher Education Institution by the Department of Education

Section 21 Company Directors: Sejamothopo Motau CPRP, Dr Barbara Jensen Vorster APR, Margaret Moscardi FPRISA, Seugnet van Niekerk APR, director (managing)



ISO 9002 Certificate registration number: 90101087

PRISA Education & Training Centre's activities are training, education and administrative in nature and do not include the testing of products or systems which would be a public safety or environmental risk.

PRISA Education & Training lecturers and delivery points are listed on the Website and available on request. The board of the PE&TC consists of voluntary officers and no remuneration is given for their contribution to the centre.

5. May refuse a request

If the disclosure could lead to prejudice relating to a building, computer or communication system, etc. (section 66 (b))

If it involves commercial information of PRISA Education & Training Centre (section 68 (1))

If it involves research information of PRISA Education & Training Centre (section 69 (2))

PRISA Education & Training Centre may refuse a request for any information regarding its computer database or email listings. This consists of third party information and is the core business of the centre on behalf of its learners.

Any copyright material without author consent

Any computer programmes which are licensed to PRISA Education & Training Centre.

6. Automatically available information

PRISA Education & Training Centre's constitution, list of delivery points, course outlines and fees, course application documents and information in the public domain of www.prisa.co.za is freely available.

Information covered by the Companies Act – memorandum and articles of association are available for inspection

6. How to access the information

A request is to be made on a prescribed form and sent to PRISA Education & Training Centre. An example of the form is included. It is called "request for access to record of private body".

a. Fees

The different types of fees are:

- a request fee to process the application
- a deposit where the search will take more than six hours
- an access fee to cover costs of searching, preparation and reproduction
- postage fee where applicable

Fees relate to the access fee for searching, reproduction and preparation of documents and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure.

Deposits may be requested and are dependent on the estimated time taken to search and prepare the documentation, i.e. if this is estimated to be over six hours.

No access will be made available unless the prescribed fees have been paid.

A list of fees is included (according to Government Notice R187 dated 15 February 2002)

b. Records that cannot be found

If all reasonable steps have been taken and a thorough search reveals that the records cannot be found, or does not exist, the managing director of PRISA Education & Training Centre will notify the requester that it is not possible to provide access to that record.

Registered as Private Higher Education Institution by the Department of Education

Section 21 Company Directors: Sejamothopo Motau CRRP, Dr Barbara Jensen Vorster APR, Margaret Moscardi FPRISA, Seugnet van Niekerk APR, director (managing)



ISO 9002 Certificate registration number: 90101087

The affidavit/affirmation will set out all steps which were taken to determine the existence of the record and will include all communications with the relevant persons who conducted the search on behalf of the managing director.

If the record is later found, the requester concerned will be given access to the record, unless access has been refused on other grounds.

c. Decision on request and notice thereof

PRISA Education & Training Centre will advise the requester within seven (7) days whether the request has been granted or not.

If the request is granted then the requester will be advised of the access fee (if any), the form in which access will be given and that the requester may lodge an application with a court against the access fee or the form of access granted and the procedure for lodging the application.

If the request is refused, the requester will be given adequate reasons in terms of this Act, and advised that he/she may lodge an application with a court against the refusal of the request, and the procedure for lodging the application.

d. Grounds for refusal of access to records

Access will be refused on the following grounds:

- mandatory protection of privacy of a third party who is a natural person
- mandatory protection of commercial information of a third party
- mandatory protection of certain confidential information of a third party
- mandatory protection of safety of individuals, and protection of property
- mandatory protection of records privileged from production in legal proceedings
- commercial information of PRISA Education & Training Centre
- mandatory protection of research information of a third party, and protection of research and development information of PRISA Education & Training Centre.

7. Appeals against decisions

How to appeal – internal appeal

A requester may lodge an internal appeal against a decision made by the executive director. This appeal to be directed to the chairman of the PRISA Education & Training Centre board.

An internal appeal is lodged with PRISA Education & Training Centre at its address on the attached form within 30 days.

When deciding on the internal appeal the PRISA Education & Training Centre board chairman may confirm the decision appealed against, or substitute a new decision for it. This decision will be made within 30 days of receipt of the appeal and notice will be given to all parties involved. The notice will state adequate reasons for the decision, but will exclude any reference to the content of the record. It will also state that the appellant, third party or requester, as the case may be, may lodge an application with a court against the decision on this internal appeal within 30 days. The application to court procedure is set out in the act under chapter 2.

If the internal appeal is granted, then the managing director of PRISA Education & Training Centre will immediately give the requester access to the record concerned.

If the PRISA Education & Training Centre chairman of the board fails to give notice of the decision on an internal appeal to the appellant within the 30-day period, then, for the purposes of this Act, this appeal is regarded as having been dismissed.

8. Liability

PRISA Education & Training Centre is not criminally or civilly liable for anything done in good faith in the exercise or performance or purported exercise or performance of any power or duty in terms of this Act.

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PRISA
EDUCATION & TRAINING CENTRE

PRISA Education & Training Centre

Section 21 Registration No 2000/01192/08

VAT registration number: 4230111686

P O Box 31749 Braamfontein 2017

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FEES (Refer 6 a)

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:

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

GENERAL: VALUE-ADDED TAX

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FORM A

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

A. Particulars of private body: PRISA Education & Training Centre

The Information Officer: **Seugnet van Niekerk APR**

B. Particulars of requester/third party who lodges the internal appeal

- (a) *The particulars of the person who lodges the internal appeal must be given below.*
 (b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
 (c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number: Telephone number:

E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname:

Identity number:

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The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:	
<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____ 20

SIGNATURE OF APPELLANT

FOR PRISA EDUCATION & TRAINING CENTRE INTERNAL USE:	
OFFICIAL RECORD OF INTERNAL APPEAL:	
Appeal received on _____ (date) by _____ (state rank, name and surname of information officer/deputy information officer).	
Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____ (date) to the relevant authority.	
OUTCOME OF APPEAL:	
DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW DECISION	
SUBSTITUTED	
NEW DECISION: _____ DATE _____	
RELEVANT AUTHORITY _____	
RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (date):	

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FORM B

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: **PRISA Education & Training Centre**
The Head: **Seugnet van Niekerk APR**

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number: Telephone number:

E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

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:

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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.

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 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:

<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
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2. If record consists of visual images

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

<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*	<input type="checkbox"/>	transcription of the images*
--------------------------	-----------------	--------------------------	---------------------	--------------------------	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
--------------------------	--	--------------------------	---

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

<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*	<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)
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*If you 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.

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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

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P R I S A
PUBLIC RELATIONS &
COMMUNICATION MANAGEMENT

Public Relations Institute of Southern Africa

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2. PRISA
3. Contacts
4. Access
5. The Guide
6. How to Access Information
 - a. Fees
 - b. Records that cannot be found
 - c. Decisions
 - d. Grounds for refusal
7. Appeals
 - How to Appeal
8. Liability

Fees

FORMS

- A. Notice of Internal Appeal
- B. Request for Access to a Record

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

Section 21 Company Directors: Sejamothopo Motau CPRP, Margaret Rowe APR, Kate Bapela APR, Prof Neville Wood,
Executive Director : Margaret Moscardi FPRISA



ISO 9002 Certificate registration number: 90199003/1

MANUAL CONTENTS

1. **Objects of the Act**

The objects of the Act are to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.

Recognising that –

Section 32 (1)(b) provides for the horizontal application of the right of access to information held by another person to everyone when that information is required for the exercise or protection of any rights;

Bearing in mind that –

the right of access to any information held by a public or private body may be limited to the extent that the limitations are reasonable and justifiable in an open and democratic society based on human dignity, equality and freedom as contemplated in section 36 of the Constitution.

And in order to –

Foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information;

Actively promote a society in which the people of South Africa have effective access to information to enable them to more fully exercise and protect all their rights.

2. **Public Relations Institute of Southern Africa (PRISA)****Section 21 registration**

PRISA is a non-profit professional association, governed by its constitution and an elected board and council consisting of volunteers from the public relations and communication management profession. The institute is managed by an executive director and a team of administrative personnel fulfilling the functions as set out in the objectives of the PRISA constitution.

3. **Contact details**

Public Relations Institute of Southern Africa

2nd Fl. The Atrium

cnr Rustenburg Road & 7th Avenue

Melville

Johannesburg

P O Box 31749

Braamfontein

2017

Tel: 011-726 7356

Fax: 011-726 7082

Email: info@prisa.co.za

Website: www.prisa.co.za

Information officer

Margaret Moscardi FPRISA – executive director

Margim@prisa.co.za

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

Section 21 Company Directors: Sejamothopo Motau CPRP, Margaret Rowe APR, Kate Bapela APR, Prof Neville Wood,
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4. Contents and description of the guide

The guide sets out the different types of records, the process to access these and the fees applicable.

PRISA would have two types of applicants. First, personal requesters who would be members of the Institute, who may require access to records containing personal information about them, and second, requesters who require information for the exercise or protection of their rights – and these would be non-members.

The categories are:

1. **Must grant access**

Where requesters require information for the exercise or protection of their rights or where a personal requester requests information.

A personal requester may obtain access to their own member's file and accounts record.

2. **May grant access**

Where a personal requester seeks health records (section 61)

PRISA does not hold health records of its members, volunteers or staff.

3. **Must refuse a request**

Involving unreasonable disclosure of information about a third party (sections 63 (1) and 65. Commercial information of a third party (section 64).

If disclosure could lead to endangering of physical safety (section 66(a)).

Privileged documents (section 67)

Research information of a third party (section 69(1))

From a requester wishing to have access to a third party's personal and financial information. (i.e. a member's information is confidential and available to that member only)

PRISA does not hold information containing trade secrets, financial, commercial, scientific or technical information of its members (third parties)

PRISA will refuse access to third party copyright protected information without the author's consent.

Any research information will not be disclosed without consent of the researcher or any third parties involved.

4. **May not refuse a request**

Where the information requested is already publicly available

Where the individual to whom it relates has consented to the disclosure and certain other grounds in section 63(2), including certain information relating to PRISA officials (section(2)(f))

Where the disclosed information would reveal a serious public safety or environmental risk (section 68(2))

If the information requested is already publicly available, e.g. Company registration numbers and certificates, contents of media releases.

Where the individual to whom it relates has consented to the disclosure

Any information which is available in the public domain of www.prisa.co.za

PRISA's activities are administrative in nature and do not include the testing of products or systems which would be a public safety or environmental risk.

PRISA's officials are listed on the Website. They are voluntary officers and no remuneration is given for their contribution to the professional body.

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

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5. May refuse a request

If the disclosure could lead to prejudice relating to a building, computer or communication system, etc. (section 66 (b))

If it involves commercial information of PRISA (section 68 (1))

If it involves research information of PRISA (section 69 (2))

PRISA may refuse a request for any information regarding its computer database or email listings. This consists of third party information and is the core business of the Institute on behalf of its members.

Any information contained on the PRISA database of members, other than the names and contact details of members of the Public Relations Consultants' Chapter of PRISA.

Access to the PRISA library as this is a members' facility

Any copyright material without author consent

Any computer programmes which are licensed to PRISA.

PRISA research amongst its members is available to its members.

6. Automatically available information

PRISA's constitution, code of professional standards, list of members of the Public Relations Consultants' Chapter of PRISA, professional development programme, registration system, registration application documents, information in the public domain of www.prisa.co.za is freely available.

PRISA members have access to a "members section" where all documentation detailed there is freely available to members.

Professional development notes and other knowledge-based presentations are available at prescribed fees.

Information covered by the Companies Act – memorandum and articles of association are available for inspection

5. How to access the information

A request is to be made on a prescribed form and sent to PRISA. An example of the form is included. It is called "request for access to record of private body".

a. Fees

The different types of fees are:

- a request fee to process the application
- a deposit where the search will take more than six hours
- an access fee to cover costs of searching, preparation and reproduction
- postage fee where applicable

Fees relate to the access fee for searching, reproduction and preparation of documents and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure.

Deposits may be requested and are dependent on the estimated time taken to search and prepare the documentation, i.e. if this is estimated to be over six hours.

No access will be made available unless the prescribed fees have been paid.

A list of fees is included (according to Government Notice R187 dated 15 February 2002)

b. Records that cannot be found

If all reasonable steps have been taken and a thorough search reveals that the records cannot be found, or does not exist, the executive director of PRISA will notify the requester that it is not possible to provide access to that record.

The affidavit/affirmation will set out all steps which were taken to determine the existence of the record and will include all communications with the relevant persons who conducted the search on behalf of the executive director.

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If the record is later found, the requester concerned will be given access to the record, unless access has been refused on other grounds.

c. Decision on request and notice thereof

PRISA will advise the requester within seven (7) days whether the request has been granted or not.

If the request is granted then the requester will be advised of the access fee (if any), the form in which access will be given and that the requester may lodge an application with a court against the access fee or the form of access granted and the procedure for lodging the application.

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Access will be refused on the following grounds:

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How to appeal – internal appeal

A requester may lodge an internal appeal against a decision made by the executive director. This appeal to be directed to the president and chairman of the PRISA board.

An internal appeal is lodged on with PRISA at its address on the attached form within 30 days.

When deciding on the internal appeal, the PRISA president and board chairman may confirm the decision appealed against, or substitute a new decision for it. This decision will be made within 30 days of receipt of the appeal and notice will be given to all parties involved. The notice will state adequate reasons for the decision, but will exclude any reference to the content of the record. It will also state that the appellant, third party or requester, as the case may be, may lodge an application with a court against the decision on this internal appeal within 30 days. The application to court procedure is set out in the act under chapter 2.

If the internal appeal is granted, then the executive director of PRISA will immediately give the requester access to the record concerned.

If the PRISA president and chairman of the board fails to give notice of the decision on an internal appeal to the appellant within the 30 day period, then, for the purposes of this Act, this appeal is regarded as having been dismissed.

8. Liability

PRISA is not criminally or civilly liable for anything done in good faith in the exercise or performance or purported exercise or performance of any power or duty in terms of this Act.

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Section 21 Company Directors: Sejamothopo Motau CRRP, Margaret Rowe APR, Kate Bapela APR, Prof Neville Wood,
Executive Director: Margaret Moscardi FPRISA



ISO 9002 Certificate registration number: 90199003/1



P R I S A
PUBLIC RELATIONS &
COMMUNICATION MANAGEMENT

Public Relations Institute of Southern Africa

Section 21 Registration No 2000/016388/08
VAT registration number: 4230111686
P O Box 31749 Braamfontein 2017
Tel +27 11 726 7356
Fax +27 11 726 7082
Email info@prisa.co.za
Website www.prisa.co.za

FORM A

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

A. Particulars of private body: Public Relations Institute of Southern Africa
The Information Officer: Margaret Moscardi FPRISA

B. Particulars of requester/third party who lodges the internal appeal

- (a) The particulars of the person who lodges the internal appeal must be given below.
(b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
(c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname:
Identity number:
Postal address:
Fax number: Telephone number:
E-mail address:
Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname:
Identity number:

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The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an X in the appropriate box:	
<input type="checkbox"/>	Refusal of request for access
<input type="checkbox"/>	Decision regarding fees prescribed in terms of section 22 of the Act
<input type="checkbox"/>	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
<input type="checkbox"/>	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
<input type="checkbox"/>	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

G.

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____ 20

SIGNATURE OF APPELLANT

FOR PRISA INTERNAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by _____ (state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer's/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer/deputy information officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER CONFIRMED/NEW DECISION SUBSTITUTED

NEW DECISION:

_____, DATE

RELEVANT AUTHORITY

RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY ON (date):

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

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F P R I S A
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FORM B

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: Public Relations Institute of Southern Africa
The Head: Margaret Moscardi FPRISA

B. Particulars of person requesting access to the record

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

Full names and surname:
Identity number:
Postal address:
Fax number: Telephone number:
E-mail address:
Capacity in which an internal appeal on behalf of another person is lodged:

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:

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

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Executive Director: Margaret Moscardi FPRISA



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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.

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 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:			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
<input type="checkbox"/>	view the images	<input type="checkbox"/>	copy of the images*
<input type="checkbox"/>		<input type="checkbox"/>	transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:			
<input type="checkbox"/>	listen to the soundtrack (audio cassette)	<input type="checkbox"/>	transcription of soundtrack* (written or printed document)
4. If record is held on computer or in an electronic or machine-readable form:			
<input type="checkbox"/>	printed copy of record*	<input type="checkbox"/>	printed copy of information derived from the record*
<input type="checkbox"/>		<input type="checkbox"/>	copy in computer readable form* (stiffy or compact disc)

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*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

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

THE INSTITUTE FOR PUBLIC RELATIONS & COMMUNICATION MANAGEMENT

Section 21 Company Directors: Sejamothopo Motau CPRP, Margaret Rowe APR, Kate Bapela APR, Prof Neville Wood,
Executive Director : Margaret Moscardi FPRISA



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INFORMATION MANUAL

1 INTRODUCTION

Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 ("the Constitution") provides:

- (1) *Everyone has the right of access to –*
 - (a) *any information held by the State; and*
 - (b) *any information that is held by another person and that is required for the exercise or protection of any rights.*
- (2) *National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.*

The Promotion of Access to Information Act, 2 of 2000 ("the Act"), was enacted on 3 February 2002 to give effect to section 32 of the Constitution, thus giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of this Act, the private or public body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information must not be released. The Act sets out the requisite procedural issues attached to such request.

The Act came into effect on 9 March 2001 with the exception of sections 10, 14, 16 and 51 which sections were brought into operation on 15 February 2002.

2 WHO MAY REQUEST INFORMATION IN TERMS OF THE ACT

Any person who requires information for the exercise or protection of any rights may request information from a private body. Section 50 of the Act states that;

- (1) *A requestor must be given access to any record of a private body if –*
 - (a) *that record is required for the exercise or protection of any rights;*
 - (b) *that person complies with the procedural requirements in this Act relating to a request for access to that record; and*
 - (c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

3 PROCEDURES FOR OBTAINING ACCESS

3.1 Contact Details

Any person who wishes to request any information from BoE Corporate with the object of protecting or exercising a right may contact the Information Officer whose contact details are as follows;

Postal Address

The Information Officer
Alan Faber
BoE Corporate
PO Box 5662
Durban
4000

Physical address

NBS Kingsmead
90 Ordnance Road
Durban
4000

Tel: (031) 3642233
Fax (031) 3642951
e-mail afaber@boecorp.co.za
Website www.boe.co.za

3.2 Prescribed Access Form

In terms of section 53, a request for access to a record of BoE Corporate must be made in the prescribed form to BoE Corporate at the address, fax number or electronic mail address given above. The form requires the requestor to provide the following:

- sufficient information to enable the Information Officer to identify the requestor;
- sufficient information to enable the Information Officer to identify the record(s)
- requested;
- the form of access required;
- the requestor's postal address or fax number;
- identification of the right sought to be exercised or protected;
- an explanation on why the record is required to exercise or protect that right;

- the manner in which the requestor wishes to be informed of the decision on the request, if in a manner in addition to written notification; and
- if the request is made on behalf of a person, the submission of proof of the capacity in which the requestor makes the request, to the satisfaction of the Information Officer.

For a specimen of the request form see **ANNEXURE A** to the manual. Requestors must note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on the private body by the requestor.

3.3 Prescribed Fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations to the Act provide for two types of fees:

- Request fee: This is a non-refundable administration fee paid by all requestors with the exclusion of personal requestors. It is paid before the request is considered.
- Access fee: This is paid by all requestors only when access is granted. This fee is intended to re-imburse the private body for the costs involved in searching for a record and preparing it for delivery to the requestor.

BoE Corporate may withhold a record until the request fee and the deposit (if applicable) have been paid. A schedule of the prescribed fees is attached as **ANNEXURE 2** to the manual.

3.3.1 Requestor other than Personal Requestor

The Information Officer must give written notice to a requestor other than a personal requestor of the request fee and amount to be paid before the request may be further processed.

If in the Information Officer's opinion the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the Information Officer may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the Information Officer must advise the requestor that s/he has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

3.3.2 Personal Requestor

A personal requestor is described in terms of the Act as a requestor seeking access to a record containing information about the requestor.

A personal requestor is not liable to pay a request fee, is liable for payment of access fees in the event of a request being granted, but may not be required to pay a deposit before the granting of the record.

4 HUMAN RIGHTS COMMISSION GUIDELINE

In terms of section 10 of the Act, the Human Rights Commission must compile a guide by 14 August 2003. This guide is intended to assist users in the interpretation of the Act. The guide will contain a description of the objects of the Act, the contact details of the information officers of all the public bodies, particulars of the public bodies, the manner of access to the records of those public bodies and the remedies available in law regarding a breach of any of the provisions of the Act.

The South African Human Rights Commission's contact details are as follows:

Private Bag 2700
Houghton
2041
Tel: 011 484 8300
Fax 011 4841360

5 TYPES OF RECORDS

The requestor may request access to the following types of documents:

5.1 Personnel Records

These include;

- Any personal records provided to the private body by their personnel;
- Any records a third party has provided to the private body 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.

5.2 Customer-related records

A customer includes any natural or juristic entity who receives services from the private body. Customer-related information includes the following:

- Any records a customer has provided to a third party acting for or on behalf of the private body;
- Any records a third party has provided to the private body; and

- Records generated by or within the private body pertaining to the customer, including transactional records.

5.3 Private body 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 private body.

5.4 Other Parties

The private body may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, service providers. Alternatively, such other parties may possess records which can be said to belong to the private body.

The following records fall under this category:

- Personnel, customer or private body records which are held by another party as opposed to being held by the private body; and
- Records held by the private body 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.

5.5 Records available in terms of other legislation

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

Legislation	Specific Section/ Regulation	Industry (Banking/ Insurance)		Person(If limited)
Administration of Estates Act 66 of 1965	section 28(5)	Banking	Banks must keep information of a cheque account or savings account that has been opened by an executive in the name of the estate and all information relating to vouchers in relation to the cheque or savings account.	The Master or any surety of the executor have the same rights to this information
Short term Insurance Act 53 of 1998	Section 4(3)	Insurance	The short term insurer upon notice from the Registrar may be directed to furnish the Registrar within a specified	Registrar

			period with specified information or documents required by the Registrar for purposes of the Act	
	Section 47.	Insurance	A short term insurer is required to provide a person who enters into short term policy with a copy of the policy within 30 days after entering into or varying the policy	The insured person
Deeds Registries Act 47 of 1937. Sections 27 and 82	Section 27	Bank	The bank must produce a copy of the bond together with written consent to the petitions and substitution of land.	The Registrar
	Section 82	Bank	For the registration of a notarial bond specially hypothecating a registered lease or sub-lease the deed of lease or sub-lease must be produced	The Registrar
The Long Term Insurance Act 52 of 1998	Section 27	Insurance	A long term insurer shall whenever required to do so, furnish a return in the form and containing the particulars and information which the Registrar determines i.r.o. the following: (a) its shareholders and (b) any person who directly or indirectly has the power to require those shareholders to exercise their rights as shareholders in the long term insurer in accordance with such person's directions or instructions (c) a person in whose name shares in a long term insurer are registered, or (d) a person who wishes shares in a long term insurer to be alluded or issued to such person or to be registered in such person's name	The Registrar
	Section 36	Insurance	A long term insurer shall furnish the Registrar with returns relating to its business.	The registrar
	Section 48	Insurance	A long term insurer must furnish in writing a person	Insured

			who enters into or varies a long term policy with information relating to the following matters: (a) representations made by or on behalf of that person to the insurer which were regarded by that insurer as material to its assessment of the risks under the policy (b) the premiums payable and the policy benefits to be provided under the policy and seek the event i.r.o. which the policy benefits are to be provided and the circumstances if any in which those benefits are not to be provided.	
The Credit Agreements Act 75 of 1980	Section 4	Bank	Any prospective credit granter or employee shall before entering into a credit agreement at a place not being his business premises in writing draw the attention of a prospective credit receiver to the provisions of section 13. In terms of section 13 when any credit agreement is signed by any credit receiver at a place other than the business premises where the credit granter conducts business the credit receiver may within 5 days after the date of the credit agreement terminate the agreement in writing and by tendering the return of any goods delivered to him i.t.o. the credit agreement	Credit receiver
	Section 26	Banking	In terms of section inspector furnished with inspection authority in writing by the Director General of Trade and Industry may conduct an investigation to gather information that the Director General or official may require to determine whether the provisions of this Act are being or have been complied with and may for that purpose at all reasonable times enter any place and order any	Inspector

			person to produce to him any book or record or other document in the possession or under the control of such person.	
Designs Act No. 195 of 1993	Section 7(2)	Banking/ Insurance	Copies of all deeds, agreements, licences and other documents affecting any registered design or application for the registration of a design which are required to be recorded in the register, shall be supplied in a prescribed manner for filing in the Designs Office	Registrar
	Section 8(1)	Banking/ Insurance	The register in the Designs Office or any document lodged at the Designs Office shall on payment of the prescribed fee be open to inspection by the public during the prescribed hours.	
	Section 9	Banking/ Insurance	The Registrar shall at the request of any person and on payment of the prescribed fee, furnish copies of any documents lodged at the Designs Office and which are open to public inspection or particulars from the Registrar, or furnish a certificate thereof	
Debt Collectors' Act No. 114 of 1998	Section 19(4)	Banking	A debt collector shall deliver to a debtor, upon request and against payment of a prescribed fee a settlement account containing a complete exposition of all debits and credits in connection with a specific collection provided that a debtor shall be entitled to request a settlement account free of charge once in every six months	Debtor
	Section 20(4)	Banking	A debt collector is required to keep proper accounting records in respect of all monies received, held or paid by him or her on behalf of or to any other person. The council of debt collectors may itself or through its nominee examine the accounting records of a debt collector in	Council of Debt Collectors or its nominees

			order to satisfy itself that the provisions of this section are complied with	
The Custody and Administration of Securities Act No. 85 of 1992	Section 3(3)	Banking	A depositor institution shall on request disclose information with regard to the holdings of a client in a securities account, unless the client concerned directs otherwise in writing in a case where the client may do so in terms of any law	Registrar
	Section 15(2)	Banking	An executive officer of a central securities depository shall furnish all notices, minutes and documents which are furnished to members of the controlling body thereof or a sub-committee of that body to the Registrar as if the Registrar were a member of that body or sub-committee	Registrar
The Criminal Procedures Act No. 51 of 1977	Section 236	Banking	The entries in the accounting records of a bank and any document which is in the possession of any bank and which refers to the said entries or to any business transaction of the bank can be proved in criminal proceedings by producing an affidavit made by any person working for the bank any party to the criminal proceedings against whom the evidence is intended to be adduced. The accused may upon the order of the court before which the proceedings are pending inspect the original of the document or entry in question and any accounting record in which such entry appears or of which such entry forms part and may make copies of such documents or entries.	Accused Person
The Labour Relations Act 66 of 1995	Section 13(5)	Banking/ Insurance	With each monthly remittance the employer must give (a) A List of the names of every member from whose register employer has made the deductions that are included	Representative Trade Union

			in the remittance (b) Details of the amounts deducted and remitted and the period to which the deductions relate and (c) A copy of every notice of revocation i.t.o. sub-section 3.	
	Section 16(2)	Banking/ Insurance	An employer must disclose to a trade union representative all relevant information that will allow the trade union representative to perform effectively the following functions to (a) assist and represent the employee in grievance and disciplinary proceedings (b) to monitor the employer's compliance with the workplace related provisions of the Labour Relations Act, any law regulating terms and conditions of employment and any collective agreement binding on the employer. (c) To report any alleged contravention of the workplace related provisions of this act, any law regulating terms and conditions of employment and any collective agreement binding on the employer to (i) The employer (ii) The representative trade union and (iii) any responsible authority or agency and (d) to perform any other function agreed to between the representative trade union and the employer	Trade Union Representative
	Section 21(10)	Banking/ Insurance	The employer must make available to the commissioner any information and facilities that are reasonable necessary for the commissioner to determine the membership or support of the registered trade union	Commissioner
	Section 89(1)	Banking/ Insurance	An employer must disclose to the workplace forum all relevant information that will allow the workplace forum to engage effectively in	Workplace Forum

			consultation and joint decision making. In terms of section 90(1) any documented information that is required to be disclosed by the employer i.t.o. section 89 must be made available on request to the members of the workplace forum for inspection. The employer must provide copies of the documentation on request to the members of the workplace forum.	
	Section 189(3)	Banking/ Insurance	The employer must disclose in writing all relevant information related to dismissals based on operational requirements including but not limited to (a) The reasons for the proposed dismissals (b) The alternatives that the employer considered before proposing the dismissals, and the reasons for rejecting each of those alternatives. (c) The number of employees likely to be affected and the job categories of which they are employed. (d) The proposed method for selecting which employees to dismiss. (e) The time when, or the period during which the dismissals are likely to take effect. (f) The severance pay proposed. (g) Any assistance that the employer proposes to offer to the employees likely to be dismissed. (h) The possibility of the future employment of the employees who are dismissed. (i) The number of employees employed with the employer and (j) The number of employees that the employer has dismissed for reasons based on its operational requirements in the preceding 12 months.	Trade Union or representatives of the employees or employees
	Section 197(b)	Banking/ Insurance	An employer that applies to be wound up or sequestered whether i.t.o. the Insolvency	Employees or workplace forum or registered

			<p>Act 1936 or any other law must at the time of making application provide (a) Any person whom the employer is required to consult in terms of a collective agreement (b) If there is no collective agreement that requires consultation a workplace forum if the employees likely to be affected by the proposed dismissals are employed in a workplace of which there is a workplace forum and (b) Any registered trade union whose members are likely to be affected by the proposed dismissals. (c) If there is no workplace forum in the workplace in which the employee is likely to be affected by the proposed dismissals are employed, any registered trade union whose members are likely to be affected by the proposed dismissals or (d) If there is no trade union the employees likely to be affected by the proposed dismissals or their representatives nominated for that purpose with a copy of the applications. In terms of section 197(2)(b) an employer that receives an application for its winding up or sequestration must supply a copy of the application to any consulting party within two days of receipt or if the proceedings are urgent within 12 hours, to the Registrar of Labour Relations.</p>	Trade union
	Section 205	Banking/ Insurance	<p>Every employer must keep the records that an employer is required to keep in compliance with any applicable (a) Collective Agreement (b) Arbitration Award (c) determination made i.t.o. the Wage Act. The employer must retain the records for 3 years from the date of the event or end of the period to which they</p>	Bargaining Council) or Commissioner or person who functions i.t.o the act in the resolution of disputes

			relate, submit the records in response to a demand made at any reasonable time to any agent of a bargaining council, commissioner or any person whose functions i.t.o. this Act includes the resolution of disputes. In terms of section 205(3) an employer must keep a record of the prescribed details of any strike, lockout or protest action involving its employees. The records must be submitted in the prescribed manner	
Employment Equity Act No. 55 of 1998	Section 18(1)	Banking/ Insurance	When a designated employer engages in consultation i.t.o. this Act the employer must disclose to the consulting parties all relevant information that will allow those parties to consult effectively.	Consulting parties
	Section 25(1), (2) & (3)	Banking / Insurance	An employer must display at the workplace where it can be read by employees a notice in the prescribed form informing them about the provisions of the Employment Equity Act. In terms of sub-section 25(2) a designated employer must in each of its workplaces, place in prominent places that are accessible to all employees (a) the most recent reports submitted by that employer to the Director General (b) Any compliance order, arbitration award or order of the Labour Court concerning the provisions of this Act in relation to that employer and (c) any other document concerning this Act as may be prescribed. In terms of section 25(3) an employer who has an employment equity plan must make a copy of the plan available to its employees for copying and consultation.	Employees
	Section 26	Banking /	An employer must establish	Employees

		Insurance	and for the prescribed period maintain records i.r.o. its workforce, its employment equity plan and any other records relevant to its compliance with this Act.	
The Basic Conditions of Employment Act 75 of 1997	Section 29(1)	Banking / Insurance	An employer must supply an employee when the employee commences employment with particulars of work. In terms of sub-section 2 when any matter changes the written particulars must be revised to reflect the change and the employee must be supplied with a copy of the document reflecting the change. In terms of section 29(4) the written particulars must be kept by the employer for a period of 3 years after termination of employment.	Employee
	Section 31(1)	Banking / Insurance	Every employer must keep a record containing at least the following information: (a) the employee's name and occupation (b) the time worked by each employee (c) the remuneration paid to each employee (d) the date of birth of any employee under 18 years of age and (e) any other prescribed information. The record must be kept by the employer for a period of 3 years from the date of the last entry in the record.	Employee
	Section 33(1)	Banking / Insurance	An employer must give an employee the following information in writing on each day the employee is paid (a) the employer's name and address (b) the employee's name and occupation (c) the period for which the payment is made (d) the employee's remuneration in money (e) the amount in purpose of any deduction made from the remuneration (f) the actual amount paid to the employee.	Employee
	Section 66	Banking /	In order to monitor or enforce	Labour

	(1)	Insurance	compliance with any employment law a labour inspector may require a person to disclose information either orally or in writing and either alone or in the presence of witnesses on any matter to which an employment law relates and require that disclosure be made under oath, copy any record or document to which an employment law relates.	Inspector
--	-----	-----------	--	-----------

The Information Officer will take into consideration section 8 of the manual to decide on whether or not access to any of the information stated above should be given to the requestor.

6 DECISION-MAKING PROCESS

- 6.1** In terms of Section 55, the information officer will take all reasonable steps to find a record that has been requested. If the record cannot be found or does not exist, the information officer must notify the requestor by way of affidavit or affirmation that it is not possible to give access to the record. This is deemed to be a refusal of the request. If, however, the record is later found, the requestor must be given access if the request would otherwise have been granted.
- 6.2** Section 56 provides that the Information Officer must within 30 days of receipt of a correctly completed request notify the requestor of the decision as to whether or not to grant the request. If the request is:
- **Granted:** the notification must state the applicable access fee required to be paid, together with the procedure to be followed should the requestor wish to apply to court against such fee, and the form in which access will be given.
 - **Declined:** the notification must include adequate reasons for the decision, together with the relevant provisions of the Act relied upon, and provide the procedure to be followed should the requestor wish to apply to court against the decision.
- 6.3** The Information Officer may extend the period of 30 days by a further period not exceeding 30 days if:
- the request is for a large number of records or requires a search through a large number of records;
 - the request requires a search for records located in a different office of the private body not situated in the same city;
 - consultation between divisions of the private body, or with another private body is required; or
 - the requestor consents to the extension.

The requestor must be notified within the initial 30 day period in writing of the extension, together with reasons therefor, and the procedure involved should the requestor wish to apply to court against the extension.

The Information Officer's failure to respond to the requestor within the 30 day period constitutes a deemed refusal of the request.

- 6.4** Section 59 provides that the Information Officer may sever a record and grant access only to that portion which the law does not prohibit access to.

If access is granted, access must be given in the form that is reasonably required by the requestor, or if the requestor has not identified a preference, in a form reasonably determined by the Information Officer.

7 THIRD PARTIES

If the request is for a record pertaining to a third party, the Information Officer must take all reasonable steps to inform that third party of the request. This must be done within 21 days of receipt of the request. The manner in which this is done must be in the fastest means reasonably possible, but if orally, the Information Officer must thereafter give the third party a written confirmation of the notification. The third party may within 21 days thereafter either make representation to the private body as to why the request should be refused, alternatively grant written consent to the disclosure of the record. The third party must be advised of the decision taken by the Information Officer on whether to grant or decline the request, and must also be advised of his/her/its right to appeal against the decision by way of application to court within 30 days after the notice.

8 GROUNDS FOR REFUSAL OF A REQUEST

Notwithstanding compliance with section 50, the request may be declined in accordance with one of the prescribed grounds in terms of the Act, namely:

- 8.1** Section 63 of the Act prohibits the unreasonable disclosure of the personal information of natural-person third parties to requestors. This includes the personal information of deceased persons. However Section 63(2) does provide exceptions to this.
- 8.2** Section 64 states that a request must be refused if it relates to records containing third party information pertaining to:
- trade secrets;
 - financial, commercial, scientific or technical information where disclosure would be likely to cause harm to the commercial or financial interests of that third party; or
 - information supplied in confidence by the third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations, or prejudice the third party in commercial competition.

The information must, however, be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.

- 8.3 Section 65 prohibits disclosure of information if such disclosure would constitute a breach of any duty of confidentiality owed to a third party in terms of an agreement.
- 8.4 In terms of section 66, a private body must refuse a request for access to a record of the body if disclosure could reasonably be expected to:
- endanger the life or physical safety of an individual;
 - prejudice or impair the security of a building, structure or system, including but not limited to a computer or communication system, means of transport or any other property
 - The private body may also refuse a request for access to information which would prejudice methods, systems, plans or procedures for the protection of an individual in accordance with a witness protection scheme or safety of the public.
- 8.5 Section 67 mandates the refusal of a request if the record is privileged from production in legal proceedings, unless the person entitled to the privilege has waived the privilege.
- 8.6 Section 68 pertains to records containing information about the private body itself and unlike the other provisions pertaining to decline of a request, is not mandatory, but rather discretionary. BoE Corporate may refuse access to a record if the record:
- contains trade secrets of BoE Corporate
 - contains financial, commercial, scientific or technical information, the disclosure of which would be likely to cause harm to the commercial or financial interests of BoE Corporate
 - contains information which, if disclosed, could reasonably be expected to put the private body at a disadvantage in contractual or other negotiations, or prejudice BoE Corporate in commercial competition; or
 - consists of a computer program owned by BoE Corporate

Notwithstanding the above, the information must be released if it pertains to the results of product or environmental testing, the disclosure of which would reveal a serious public safety or environmental risk.

- 8.7 Section 69 prohibits the disclosure of information about research where disclosure is likely to expose the third party, the person conducting the research on behalf of the third party, or the subject matter of the research to serious disadvantage. Disclosure is discretionary if such research pertains to BoE Corporate itself.

Notwithstanding any of the above-mentioned provisions, section 70 provides that a record must be disclosed if its disclosure would:

- reveal evidence of a substantial contravention of or failure to comply with the law, imminent and serious public safety or environmental risk; and
- if the public interest in the disclosure clearly outweighs the harm.

9 RIGHTS OF APPEAL

A requestor that is dissatisfied with the Information Officer's refusal to grant access to any information may, within 30 days of notification of the decision, apply to court for relief. Likewise, a third party dissatisfied with the Information Officer's decision to grant a request may, within 30 days of notification of the decision, apply to court for relief.

It should be noted that notwithstanding any provision in this Act, the court may examine the record(s) in question. No record may be withheld from the court on any grounds. The court may not, however, disclose the contents of the record(s).

The court is empowered to grant any order that is just and equitable, including:

- confirming, amending or setting aside the Information Officer's decision
- requiring the Information Officer to take any action, or refrain from taking any action as identified by the court within a specified period;
- granting an interdict, interim or special relief, declaratory order or compensation; or costs.



INFORMATION MANUAL

1 INTRODUCTION

Section 32 of the Constitution of the Republic of South Africa, No. 108 of 1996 ("the Constitution") provides:

- (1) Everyone has the right of access to –**
 - (a) any information held by the State; and**
 - (b) any information that is held by another person and that is required for the exercise or protection of any rights.**
- (2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.**

The Promotion of Access to Information Act, 2 of 2000 ("the Act"), was enacted on 3 February 2002 to give effect to section 32 of the Constitution, thus giving effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights. Where a request is made in terms of this Act, the private or public body to whom the request is made is obliged to release the information, except where the Act expressly provides that the information must not be released. The Act sets out the requisite procedural issues attached to such request.

The Act came into effect on 9 March 2001 with the exception of sections 10, 14, 16 and 51 which sections were brought into operation on 15 February 2002.

2 WHO MAY REQUEST INFORMATION IN TERMS OF THE ACT

Any person who requires information for the exercise or protection of any rights may request information from a private body. Section 50 of the Act states that;

- (1) A requestor must be given access to any record of a private body if –**
 - (a) that record is required for the exercise or protection of any rights;**
 - (b) that person complies with the procedural requirements in this Act relating to a request for access to that record; and**
 - (c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.**

3 PROCEDURES FOR OBTAINING ACCESS

3.1 Contact Details

Any person who wishes to request any information from BoE Corporate with the object of protecting or exercising a right may contact the Information Officer whose contact details are as follows;

Postal Address

The Information Officer
Alan Faber
BoE Corporate
PO Box 5662
Durban
4000

Physical address

NBS Kingsmead
90 Ordnance Road
Durban
4000

Tel: (031) 3642233
Fax (031) 3642951
e-mail afaber@boecorp.co.za
Website www.boe.co.za

3.2 Prescribed Access Form

In terms of section 53, a request for access to a record of BoE Corporate must be made in the prescribed form to BoE Corporate at the address, fax number or electronic mail address given above. The form requires the requestor to provide the following:

- sufficient information to enable the Information Officer to identify the requestor;
- sufficient information to enable the Information Officer to identify the record(s)
- requested;
- the form of access required;
- the requestor's postal address or fax number;
- identification of the right sought to be exercised or protected;
- an explanation on why the record is required to exercise or protect that right;

- the manner in which the requestor wishes to be informed of the decision on the request, if in a manner in addition to written notification; and
- if the request is made on behalf of a person, the submission of proof of the capacity in which the requestor makes the request, to the satisfaction of the Information Officer.

For a specimen of the request form see **ANNEXURE A** to the manual. Requestors must note that all of the information as listed above should be provided, failing which the process will be delayed while the private body requests such additional information. The prescribed time periods will not commence until all pertinent information has been furnished on the private body by the requestor.

3.3 Prescribed Fees

Payment of fees is regulated in terms of section 54 of the Act. The Regulations to the Act provide for two types of fees:

- **Request fee:** This is a non-refundable administration fee paid by all requestors with the exclusion of personal requestors. It is paid before the request is considered.
- **Access fee:** This is paid by all requestors only when access is granted. This fee is intended to re-imburse the private body for the costs involved in searching for a record and preparing it for delivery to the requestor.

BoE Corporate may withhold a record until the request fee and the deposit (if applicable) have been paid. A schedule of the prescribed fees is attached as **ANNEXURE 2** to the manual.

3.3.1 Requestor other than Personal Requestor

The Information Officer must give written notice to a requestor other than a personal requestor of the request fee and amount to be paid before the request may be further processed.

If in the Information Officer's opinion the search for a record, or preparation of the record for disclosure will require more than the prescribed hours, the Information Officer may require the requestor to pay a deposit, not being more than one third of the access fee that would be payable if the request is granted. If the request is declined, the deposit must be repaid to the requestor.

The notice given by the Information Officer must advise the requestor that s/he has a right to apply to court against the payment of the request fee or deposit, and also advise of the procedure of the application.

3.3.2 Personal Requestor

A personal requestor is described in terms of the Act as a requestor seeking access to a record containing information about the requestor.

A personal requestor is not liable to pay a request fee, is liable for payment of access fees in the event of a request being granted, but may not be required to pay a deposit before the granting of the record.

THE SOUTH AFRICAN PHARMACY COUNCIL**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT, NO. 2 OF 2000 ("the
Act")****PART I****[Information required under section 51(1)(a) of the Act]**

Name of body: The South African Pharmacy Council

Head of body: Prof. P F K Eagles, President

Address: The South African Pharmacy Council Building
591 Belvedere Street
ARCADIA
Pretoria

Postal address: P O Box 40040
ARCADIA
0007

Telephone No.: (012) 319 8500
Fax no.: (012) 321 1492

E-mail: sapharmc@pharmcouncil.co.za

Website: www.pharmcouncil.co.za

PART II**[Information required under section 51(1)(b) of the Act]**

Section 51(1)(b) of the Act calls for a description of the guide referred to in section 10 of the Act, if available, and how to obtain access to it. The guide referred to in section 10 is a guide that must be compiled by the Human Rights Commission containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act. The regulations regarding the Promotion of Access to Information published under Government Notice No. R187 of 15 February 2002 set forth how the Human Rights Commission should make the guide available.

PART III

[Copy of notice, if any, required under section 51(1)(c) of the Act]

Not applicable.

PART IV

[Information required under section 51(1)(d) of the Act]

A The following records are kept in terms of the Pharmacy Act, 1974 (Act 53 of 1974):

- (1) a register of pharmacy students, in which is entered the name of every person registered with a provider of a qualification in pharmacy and who has complied with the requirements prescribed for registration as a pharmacy student, as well as his or her registration number, date of registration and the name of the provider with which he or she is registered and such other information as may be determined by the Registrar;
- (2) a register of pharmacist interns, in which is entered the name, address and qualifications of every person who has entered into a contract of internship referred to in regulation 9, registration number and such other information as may be determined by the Registrar;
- (3) a register of pharmacists, in which is entered the name, address, qualifications, date of initial registration, registration number and such other information as may be determined by the Registrar;
- (4) a register of specialist pharmacists, in which is entered the name, address, qualifications, date on which such qualification was obtained and the date of initial registration and such other information as may be determined by the Registrar;
- (5) a register of pharmacists' assistants in which is entered the name, address, registration number, date of registration, category of persons entitled in terms of this Act to be registered as a pharmacist's assistant and such other information as may be determined by the Registrar;
- (6) a register of companies entitled to carry on the business of a pharmacist in which is entered the name, registration number, address, name of

managing director and nominee and such other information as may be determined by the Registrar;

- (7) a register of close corporations entitled to carry on the business of a pharmacist in which is entered the name, registration number, address, name of manager and nominee and such other information as may be determined by the Registrar;
- (8) a register of providers in which is entered the name, address, registration number, date of registration and such other information as may be determined by the Registrar;
- (9) a register of assessors in which is entered the name, address, registration number, date of registration and such other information as may be determined by the Registrar;
- (10) a register of pharmacy owners in which is entered the name, address, registration number and date of registration and, if applicable, the name of the managing director, manager and the nominee and such other information as may be determined by the Registrar;
- (11) a register of pharmacies in which is entered the:
 - (a) name and address of the pharmacy;
 - (b) name and address of the pharmacy owner;
 - (c) name of the responsible pharmacist;
 - (d) name of the managing director or manager, as the case may be;
 - (e) name of the nominee, if applicable;
 - (f) category in which such pharmacy is registered; and
 - (g) such other information as may be determined by the registrar; and
- (12) such other registers as may be determined by Council.

B Records are also kept in accordance with the following legislation:

Medicines and Related Substances Control Act, 1965 (Act 101 of 1965)
Health Professions Act, 1974 (Act 56 of 1974)
Nursing Act, 1978 (Act 50 of 1978)
Income Tax Act, 1962 (Act 58 of 1963)
Unemployed Insurance Act, 1966 (Act 30 of 1966)
Unemployed Insurance Act, 2001 (Act 63 of 2001)
Unemployed Insurance Contributions Act, 2002 (Act 4 of 2002)
Value-Added Tax Act, 1991 (Act 89 of 1991)
Labour Relations Act, 1995 (Act 66 of 1995)
Basic Conditions of Employment Act, 1997 (Act 75 of 1997)
Employment Equity Act, 1998 (Act 55 of 1998)
Skills Development Act, 1998 (Act 97 of 1998)
Skills Development Levies Act, 1999 (Act 9 of 1999)

PART V**[Information required under section 51(1)(e) of the Act]****LIBRARY**

The South African Pharmacy Council's Library consists of a collection of works on various pharmacy-related topics. The material designation of the library is books and journals. Persons wishing to make use of the facilities may do so but access is strictly by appointment only. Any costs that are incurred will be for the account of the user.

OTHER RECORDS

<u>File Nr.</u>	<u>Subject</u>
1)	Advertising
2)	Council
2.1)	Annual reports
2.2)	Election & Appointments to Council
2.3)	General
2.4)	Meetings / Agendas
2.5)	Minutes
2.6)	Mission
2.7)	Position papers
3)	Competition Commission
4)	Department of Internal Affairs
5)	Disciplinary Committee
5.1)	General
5.2)	Proceedings
6)	Committee of Preliminary Investigation
6.1)	Agendas
6.2)	General
6.3)	Minutes
6.4)	Reports
7)	Education Committee
7.1)	Agendas
7.2)	Examination & Adjudicating Committee
7.3)	General

7.4)	Heads of Schools
7.5)	Minutes
7.6)	Reports
8)	Executive Committee
8.1)	Agenda
8.2)	General
8.3)	Minutes
8.4)	Reports
9)	Finance & Administration
9.1)	Accounting, Auditors & financial
9.2)	Conditions of service
9.3)	Contracts
9.4)	Document Imaging
9.5)	Fees
9.6)	Financial Statements
9.7)	General
9.8)	Human Resource Development
9.9)	Income Tax
9.10)	Insurance: Staff and Building
9.11)	Maintenance: Equipment
9.12)	Motor Cars
9.13)	Press releases, Press cuttings & Photographs
9.14)	Records: General
9.15)	Security: Building
9.16)	Treasurer's Report
10)	Forum of Statutory Health Councils
10.1)	Agenda
10.2)	General
10.3)	Minutes
10.4)	Reports
11)	Health Services
11.1)	Commissions of Inquiry (Brown Commission, Steenkamp, Boshof, etc. Report)
11.2)	Council for Health Service Accreditation of SA (COHASA)
11.3)	Director General of National Health
11.4)	District Health System/Services
11.5)	Health Inspectors
11.6)	Hospital Service Regulations
11.7)	Industrial/Occupational & Health

11.8)	Local Authorities
11.9)	Minister of National Health
11.10)	National Drug Policy
11.11)	Primary Health Care (PHC)
11.12)	Privatisation
11.13)	Provincial Health Departments
11.14)	Provincial Hospitals
12)	Inspectorate
12.1)	Inspection of Pharmacies
12.2)	Inspection Reports
12.3)	Inspectors' Claims
13)	Legal Matters
13.1)	Laws Committee
13.2)	Legal Opinions
14)	Legislation
14.1)	HEALTH LEGISLATION
14.1.1)	Abuse of dependence producing sustainers and rehabilitation centres Act(s)
14.1.2)	Chiropractors, Homeopaths and Allied Health Services Act
14.1.3)	Close Corporations Act, 1984
14.1.4)	Coloured Persons Education Act, 1963
14.1.5)	Constitution of RSA
14.1.6)	Dental Technicians Act
14.1.7)	Hazardous Substances Control Act(s)
14.1.8)	Health Act
14.1.9)	Medical Schemes Act
14.1.10)	Medical, Dental and Allied Health Services Prof Act, 1976
14.1.11)	Medical, Dental and Pharmacy Act, 1928
14.1.12)	Medicines and Related Substances Control Act, 1965, and amendments
14.1.13)	Nursing Act, 1978
14.1.14)	Pharmacy Act, 1974, and amendments
14.1.15)	Provincial Health Legislation
14.1.16)	Regulations in terms of Pharmacy Act, 1974, and amendments
14.1.17)	Social Workers Act
14.1.18)	Veterinary Act

- 14.2) OTHER LEGISLATION
- 14.2.1) Basic Conditions of Employment Act, 1997
- 14.2.2) Labour Law Act, 1995
- 14.2.3) Maintenance and Promotion of Competition Act, 1979
- 14.2.4) Manpower Training Act, 1981
- 15) **Medicine Control Council (MCC)**
- 15.1) General
- 15.2) MCC Inspections
- 16) **National Commission on Higher Education**
- 17) **Non-Government Organisations**
- 17.1) Health Systems Trust
- 18) **Office Management**
- 18.1) Departmental KPA Reports
- 18.2) Internal Office Circulars
- 18.3) Management Meetings
- 19) **Other Professional Organisations/ Councils/Boards**
- 19.1) Community Health Association of SA (CHASA)
- 19.2) Democratic Nursing Association of SA (Denosa)
- 19.3) General Practitioners Professional Association (GPA)
- 19.4) Hospital Association of SA (HASA) (Previously HAPH)
- 19.5) Medical Association of SA (MASA)
- 19.6) National Association of Boards of Pharmacy (NABP)
- 19.7) Nursing Profession: General
- 19.8) Nursing Professional Organisations
- 19.9) SA Medical and Dental Council (SAMDC)
- 19.10) SA Traditional Healers Council (SATHC)
- 19.11) SA Veterinary Association (SAVA)
- 19.12) Representative Association of Medical Schemes (RAMS)
- 19.13) Medical Schemes – General
- 19.14) South African Nursing Council

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| 19.15) | South African Veterinary Council |
| 19.16) | South African Dental Technicians Council |
| 19.17) | South African Council for Social Work |
| 19.18) | Chiropractors, Homeopaths and Allied Health Service Professions Council |
| 20) | Permits |
| 20.1) | Scheduled medicines – permits (section 22A(12) of Act 101, 1965) |
| 20.2) | Scheduled medicines – permits (section 29(4) of Act 53, 1974) |
| 21) | Pharmacies |
| 21.1) | Contracts for supply medicines |
| 21.2) | General |
| 21.3) | In-training Institutions |
| 21.4) | Licensing of Pharmacies |
| 21.5) | Planned Siting |
| 21.6) | Register of Premises |
| 21.7) | Trading Titles |
| 22) | Pharmacy Education and Training |
| 22.1) | Appointment of Examiners and Moderators |
| 22.2) | Association for the study of evaluation in education in SA (ASEESA) |
| 22.3) | Continuing Education |
| 22.4) | Human Sciences Research Council (HSRC) Evaluations |
| 22.5) | National Qualifications Framework (NQF) |
| 22.6) | Pharmacist Interns: Pre-Registration Experience |
| 22.7) | Pharmacists' Education |
| 22.8) | Pharmacists: Additional Qualifications |
| 22.9) | Pharmacists: Curriculum/Competencies |
| 22.10) | Pharmacists: Entry Level |
| 22.11) | Pharmacists: Forensic Examination |
| 22.12) | Pharmacists: Professional Examinations |
| 22.13) | Pharmacists: Reciprocity |
| 22.14) | Pharmacy Support Personnel |

22.15)	South African Qualifications Authority (SAQA)
22.16)	Specialist Pharmacists
23)	Pharmacy Internships
23.1)	General
23.2)	Internship – Academic
23.3)	Internship – General
23.4)	Internship – Hospital
23.5)	Internship – Enquiries
23.6)	Internship – Regulations
23.7)	Internship – Retail
23.8)	Internship – Wholesale
24)	Pharmacy Practice and Research
24.1)	Counselling
24.1.1)	Dispensing: Other Health Professions
24.1.2)	Dispensing: Pharmacists
24.1.3)	Ethical Rules, Code of Conduct and amendments
24.1.4)	Ethical Rules: Other Health Professions
24.1.5)	General
24.1.6)	Good Pharmacy Practice (GPP)
24.1.7)	HIV/AIDS
24.1.8)	Mail Order/Courier Pharmacy
24.1.9)	Managed Health Care
24.1.10)	Medicine
24.1.11)	Medicine Theft
24.1.12)	Pharmaceutical Care
24.1.13)	Pharmaceutical profession: General
24.1.14)	Pharmacy Human Resources
24.1.15)	Research
24.1.16)	Primary Drug Care Therapy
24.1.17)	Primary Health Care (Incl. Mobile Health Care)
24.1.18)	Professional Remuneration
24.1.19)	Role of the Pharmacist
24.1.20)	Staffing Norms
24.1.21)	Substitution/Generic
24.1.22)	Supplementary Services (Incl. Family Planning)
24.1.23)	Therapeutic Alliance/ Group Practice
24.1.24)	Transmed
24.1.25)	Veterinary Medicines
24.2)	PHARMACY

- 24.2.1) Community Pharmacy
- 24.2.2) Distribution Pharmacy
- 24.2.3) Hospital Pharmacy
- 24.2.4) Manufacturing Pharmacy
- 24.2.5) Private and Mining Hospital Pharmacy
- 24.2.6) Public Hospital Pharmacy
- 24.2.7) Wholesale Pharmacy

25) PHARMACY PROFESSIONAL ORGANISATIONS

- 25.1)
- 25.1.1) Commonwealth Pharmaceutical Association (CPA)
- 25.1.2) FIP
- 25.1.3) National Association of Pharmaceutical Manufacturers (NAPM)
- 25.1.4) National Association of Pharmaceutical Wholesalers (NAPW)
- 25.1.5) Pharmaceutical Manufacturers Association
- 25.1.6) SA Association of Community Pharmacists (ACP) (Previously SAARP)
- 25.1.7) SA Association of Hospital and Institutional Pharmacists (SAAHIP)
- 25.1.8) SA Association of Pharmacists in Industry (SAAPI)
- 25.1.9) SA Pharmaceutical Students' Federation

- 25.2) PHARMACEUTICAL SOCIETY OF SOUTH AFRICA (PSSA)
- 25.2.1) Academy of Pharmaceutical Sciences
- 25.2.2) Branches of the PSSA
- 25.2.3) General

26) Pharmacy Student

- 26.1) Registration

27) PHARMACY TRAINING INSTITUTIONS (UNIVERSITIES)

- 27.1) Closed Pharmacy Schools (Cape Town, Stellenbosch, Natal)
- 27.2) Durban-Westville

- 27.3) General
- 27.4) Medunsa/Pretoria
- 27.5) North
- 27.6) Port Elizabeth
- 27.7) Potchefstroom
- 27.8) Rhodes
- 27.9) Western Cape
- 27.10) Witwatersrand
- 27.11) Zimbabwe
- 27.12) Training of Pharmacy Support Personnel

- 28) **PHARMACY: STUDY OF ENQUIRIES**

- 29) **POLITICAL PARTIES**
- 29.1) African National Congress (ANC)
- 29.2) Inkatha Freedom Party (IFP)

- 30) **PRACTICE COMMITTEE**
- 30.1) Agenda
- 30.2) General
- 30.3) Minutes
- 30.4) Reports

- 31) **PROFESSIONAL CONDUCT**
- 31.1) General
- 31.2) Inquiries

- 32) **PUBLICATIONS AND LIAISON**
- 32.1) Information Brochures
- 32.2) Internal Newsletter (*Inter Alia*)
- 32.3) International Liaison
- 32.4) Medicine Information and Education Campaign
- 32.5) National Liaison
- 32.6) *Pharmaciae*

- 33) **REGISTERS**
- 33.1) General

- 34) **REGISTRATIONS AND PERMITS COMMITTEE**
- 34.1) Agenda
- 34.2) General

34.3)	Minutes
34.4)	Reports
35)	SA BUREAU OF STANDARDS
36)	STATISTICS
36.1)	General
36.2)	Pharmacy Students
37)	WORLD HEALTH ORGANISATION (WHO)

Operational information**Communications****Circulars****Microfilm****PART VI****[Information required under section 51(1)(f) of the Act]**

Not applicable.

(14 August 2002)

MANUAL

Prepared in terms of Section 51 of
The Promotion of Access to Information Act 2 of 2000

For

Citadel Investment Services Limited
(Registration number: 1996/06847/06);

Citadel Direct (Proprietary) Limited
(Registration number: 1998/20731/07);

and

Deloitte & Touche Private Client Advisors (Proprietary) Limited
(Registration number: 1998/16676/07)

("the Companies")

Introduction

The Companies all perform investment advisory and management services. This is the manual required in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") to assist persons in obtaining information from the Companies, as provided for in the Act.

Contact details: head of private body for the purposes of the Act**Citadel Investment Services Limited**

Designation: Head: Group Communications

Postal address:
Private Bag X9
Lynnwood Ridge
0040

Street Address:
Glenfield Office Park
Block A
Corner Oberon Street and Glenwood Road
Faerie Glen
Pretoria
0043

Telephone number: 012 483 1000
Fax number: 012 483 1001
E-mail address: information@citadel.co.za

Citadel Direct (Proprietary) Limited

Designation: Head: Group Communications

Postal address:
Private Bag X9
Lynnwood Ridge
0040Street Address:
Glenfield Office Park
Block A
Corner Oberon Street and Glenwood Road
Faerie Glen
Pretoria
0043Telephone number: 012 483 1000
Fax number: 012 483 1001
E-mail address: information@citadel.co.za**Deloitte & Touche Private Client Advisors (Proprietary) Limited**

Designation: Chief Executive Officer

Postal address:
P O Box 11007
Hatfield
0028Street Address:
Deloitte & Touche House
221 Waterkloof Road
Waterkloof
0181Telephone number: 012 482 0000
Fax number: 012 482 0101E-mail address: information@privateclientadvisors.co.za.**South African Human Rights Commission guide on how to use the Act**

This guide will be available from the South African Human Rights Commission, not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

Postal address:
Private Bag 2700
Houghton
2041Telephone: 011 484 8300
Fax: 011 484 0582
Website: www.sahrc.org.za

Description of records available in terms of other legislation

The following records are available in terms of legislation, other than the Act:

- All records required to be available in terms of the company laws of South Africa.
- All records kept in terms of legislation applicable to the business conducted by the Companies and the financial services industry in general.

Access to records

Records regarding the following subjects are held:

- Records required in terms of company law
- Records required in terms of other legislation applicable to the business of the Companies
- The services offered by the Companies
- Clients
- Investments and investment management
- Research conducted
- Employees.

The following categories of records may be held in relation to the above subjects:

- Confidential
- Personal
- Commercial
- Financial
- Group/company incorporation
- Legal
- Trade
- Business
- Investor.

How to request information

- The prescribed application form must be completed. If the requester needs help on where to obtain the application form, or any other matter, the requester can contact the head of the Company for the purposes of the Act (see contact details above).
- Sufficient detail must be provided on the request form to enable the head of the private body to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The completed application form must be sent to the postal or e-mail address or fax number set out above, for the Company concerned, and marked for the attention of the head of the Company for the purposes of the Act (see designation set out above).

- The application will be processed and the requester will be informed of the fees (if any) which must be paid and of the different procedures that must be followed until the application is finalised.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

Availability of the manual

A copy of this manual is available at the Companies' offices, on the Companies' websites, through the South African Human Rights Commission and in the government gazette.

Acknowledgement:

In compiling this manual reference has been made to the blueprint for private bodies for the manual required in terms of section 51 of the Act, provided by the South African Human Rights Commission.

MANUAL

Prepared in terms of Section 51 of
The Promotion of Access to Information Act 2 of 2000
for
Citadel Holdings Limited
(Registration number: 2000\027580\06)
and
Citadel Solutions Holdings (Proprietary) Limited
(Registration number: 1998\011196\07)

("the Companies")

Introduction

The Companies are non-operational holding companies. This is the manual required in terms of section 51 of the Promotion of Access to Information Act 2 of 2000 ("the Act") to assist persons in obtaining information from the Companies, as provided for in the Act.

Contact details: head of private body for the purposes of the Act

Designation: Head: Group Communications

Postal address:
Private Bag X9
Lynnwood Ridge
0040

Street Address:
Glenfield Office Park
Block A
Corner Oberon Street and Glenwood Road
Faerie Glen
Pretoria
0043

Telephone number: 012 483 1000
Fax number: 012 483 1001
E-mail address: information@citadel.co.za

South African Human Rights Commission guide on how to use the Act

This guide will be available from the South African Human Rights Commission, not later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

Postal address:
Private Bag 2700
Houghton
2041

Telephone: 011 484 8300
Fax: 011 484 0582
Website: www.sahrc.org.za

Description of records available in terms of other legislation

The following records are available in terms of legislation, other than the Act:

All records required to be available in terms of the company laws of South Africa.

Access to records

Records regarding the following subjects are held:

- Records required in terms of company law
- Financial records
- Legal documents
- Records required in terms of other legislation which may be applicable to the Companies, from time to time.

The following categories of records may be held in relation to the above subjects:

- Confidential
- Commercial
- Financial
- Group/company incorporation
- Legal.

How to request information

- The prescribed application form must be completed. If the requester needs help on where to obtain the application form, or any other matter, the requester can contact the head of the Company for the purposes of the Act (see contact details above).
- Sufficient detail must be provided on the request form to enable the head of the private body to identify the record and the requester. The requester should indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- If a request is made on behalf of another person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The completed application form must be sent to the postal or e-mail address or fax number set out above, for the Company concerned, and marked for the attention of the head of the Company for the purposes of the Act (see designation set out above).
- The application will be processed and the requester will be informed of the fees (if any) which must be paid and of the different procedures that must be followed until the application is finalised.

NOTE: Access to certain records may be denied on the grounds set out in the Act.

Availability of the manual

A copy of this manual is available at the Companies' offices, through the South African Human Rights Commission and in the government gazette.

Acknowledgement:

In compiling this manual reference has been made to the blueprint for private bodies for the manual required in terms of section 51 of the Act, provided by the South African Human Rights Commission.

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO 02 OF 2000 ("THE
ACT") FOR**

NATIONAL CO-OPERATIVE DAIRIES LIMITED

And its wholly owned subsidiaries listed below under Part I

COMPANY OVERVIEW

The co-op is involved in the collection of milk and the processing, manufacturing, distribution and sale of dairy and related products through its subsidiaries.

PART I

(Information required under section 51(1)(a) of the Act)

NAME OF BODY	:	National Co-operative Dairies Limited
PHYSICAL ADDRESS	:	219 Golf Club Terrace, Constantia Kloof, Roodepoort, 1709
HEAD OF BODY	:	Robert Wesseloo
TELEPHONE NUMBER	:	(011) 470 8845
FAX NUMBER	:	(011) 475 8638
E-MAIL	:	rwesseloo@clover.co.za
AUTHORISED OFFICER	:	George Christaan Stander
TELEPHONE NUMBER	:	(011) 470 8820
FAX NUMBER	:	(011) 470 8767
E-MAIL	:	cstander@clover.co.za

LIST OF WHOLLY OWNED SUBSIDIARIES

Parin Park (Proprietary) Limited
Sacro Properties (Proprietary) Limited
Sacca (Proprietary) Limited
Petran Investments (Proprietary) Limited
Laktokom (Proprietary) Limited
Salpen (Proprietary) Limited
Addington Beach Developments (Proprietary) Limited
Atlanta Trust (Proprietary) Limited
Ansteys Beach Developments (Proprietary) Limited
Clover Dairies (Proprietary) Limited
Clover Dairies (Zululand) (Proprietary) Limited
Dolphin Dairies (Proprietary) Limited
Estcourt Milk Processors (Proprietary) Limited
La Campania (Proprietary) Limited
McDougall Investments (Proprietary) Limited
The Model Dairy (Proprietary) Limited
NCD Bophuthatswana (Proprietary) Limited
Noordwes Vervaardigers (Proprietary) Limited
Stand 53 Witkop (Proprietary) Limited
Huminduff Investments (Proprietary) Limited
Stellenburg Cheese (Proprietary) Limited
Playtime Products (Proprietary) Limited

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed to:

The South African Human Rights Commission

PAIA Unit, The Research and Documentation Department

POSTAL ADDRESS	:	Private Bag 2700 Houghton 2041
TELEPHONE NUMBER	:	+27 11 484 8300
FAX NUMBER	:	+27 11 484 0582
WEBSITE	:	www.sahrc.org.za
E-MAIL	:	PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable, although the following documents are freely available:

1. Annual reports
2. Product brochures

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to National Co-operative Dairies Limited and its subsidiaries, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973

Income Tax Act 58 of 1962

Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999
Regional Services Councils Act 109 of 1985

PART V

(Information required under section 51(1)(e) of the Act)

A Records that may be requested

(i) Operational Information

Such information as is required for the day to day running of National Co-operative Dairies Limited and certain of its subsidiaries, for instance:

- internal phone lists;
- address lists;
- company policies;
- directives;
- contracts;
- employee records;
- requisitions;
- permits;
- licences;
- approvals;

- applications;
- consents; and
- general "house keeping" information.

(ii) Communications

Correspondence between persons within and without National Co-operative Dairies Limited

(iii) Website

The Website address is www.clover.co.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the Group.

B The Request Procedures

- (i) The requester must use the prescribed form to make the request for access to a record. This must be made to the head of National Co-operative Dairies Limited. This request must be made to the address, fax number or electronic mail address of National Co-operative Dairies Limited.

The requester must provide sufficient detail on the request form to enable the head of National Co-operative Dairies Limited or the authorised officer to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of the head of National Co-operative Dairies Limited.

(ii) Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester who is not a personal requester, must pay the required request fee.

The head of the private body must by notice request the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request.

The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee.

After the head of the private body has made a decision on the request, the requester must be notified in the required form.

If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that

has exceeded the prescribed hours to search and prepare the record for disclosure.

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of National Co-operative Dairies Limited. Copies may also be requested from the South African Human Rights Commission and the Government Gazette.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the Website of the Department of Justice and Constitutional Development (www.doj.gov.za) under the "regulations" section.

**MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO 02 OF 2000 ("THE
ACT") FOR**

DANONE CLOVER (PROPRIETARY) LIMITED

COMPANY OVERVIEW

The Company is involved in the processing and manufacturing of a range of dairy products, including yoghurt and dairy desserts.

PART I

(Information required under section 51(1)(a) of the Act)

NAME OF BODY	:	Danone Clover (Proprietary) Limited
PHYSICAL ADDRESS	:	219 Golf Club Terrace, Constantia Kloof, Roodepoort, 1709
HEAD OF BODY	:	Claude Joly
TELEPHONE NUMBER	:	(011) 471 1631
FAX NUMBER	:	(011) 471 1591
E-MAIL	:	<u>cjoly@clover.co.za</u>

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed to:

The South African Human Rights Commission

PAIA Unit, The Research and Documentation Department

POSTAL ADDRESS : Private Bag 2700
Houghton
2041

TELEPHONE NUMBER : +27 11 484 8300

FAX NUMBER : +27 11 484 0582

WEBSITE : www.sahrc.org.za

E-MAIL : PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable, although the following documents are freely available:

1. Annual reports
2. Product brochures

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to Danone Clover (Proprietary) Limited, which includes but is not limited to, the following legislation:

Companies Act 61 of 1973

Income Tax Act 58 of 1962

Unemployment Insurance Act 63 of 2001

Value Added Tax Act 89 of 1991

Compensation for Occupational Injuries and Diseases Act 130 of 1993

Occupational Health and Safety Act 85 of 1993

Labour Relations Act 66 of 1995

Basic Conditions of Employment Act 75 of 1997

Employment Equity Act 55 of 1998

Skills Development Levies Act 9 of 1999

Regional Services Councils Act 109 of 1985

PART V

(Information required under section 51(1)(e) of the Act)

A Records that may be requested

(i) Operational Information

Such information as is required for the day to day running of Danone Clover (Proprietary) Limited and certain of its subsidiaries, for instance:

- internal phone lists;
- address lists;
- company policies;
- directives;
- contracts;
- employee records;
- requisitions;
- permits;
- licences;
- approvals;
- applications;
- consents; and
- general "house keeping" information.

(ii) Communications

Correspondence between persons within and without Danone Clover (Proprietary) Limited.

B The Request Procedures

- (i) The requester must use the prescribed form to make the request for access to a record. This must be made to the head of Danone Clover (Proprietary) Limited. This request must be made to the address, fax number or electronic mail address of Danone Clover (Proprietary) Limited.

The requester must provide sufficient detail on the request form to enable the head of Danone Clover (Proprietary) Limited or the authorised officer to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic. The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed.

The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right.

If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of the head of Danone Clover (Proprietary) Limited.

(ii) Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester who is not a personal requester, must pay the required request fee.

The head of the private body must by notice request the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request.

The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee.

After the head of the private body has made a decision on the request, the requester must be notified in the required form.

If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of Danone Clover (Proprietary) Limited. Copies may also be requested from the South African Human Rights Commission and the Government Gazette.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the Website of the Department of Justice and Constitutional Development (www.doj.gov.za) under the "regulations" section.

MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT NO.2 OF 2000 ('the Act') FOR
Holding Company : Kulungile Metals (Proprietary) Limited
Divisions : Baldwins Steel
Stalcor

Company Overview:

Baldwins Steel is a processor, distributor and stockist of customer specific carbon steel in sheet, plate and coil form as well as structural carbon steel profiles.

Stalcor is a stockist and distributor of stainless steel and aluminium.

PART I

(Information required under section 51(1)(a) of the Act)

Name of Body: Kulungile Metals (Proprietary) Limited
Physical Address: 16 Quality Road; Isando
Postal Address: P.O. Box 995; Isando; 1600
Head of Body: M.L. Bosch
Telephone No: (011) 929 5000
Fax No: (011) 929 5062
E-mail: tinusb@baldwins.co.za

PART II

(Information required under section 51(1)(b) of the Act)

A guide on how to use the Act is to be compiled by the Human Rights Commission in terms of Section 10 of the Act by no later than August 2003. Any queries should be directed to:

The South African Human Rights Commission:

PAIA Unit, The Research and Documentation Department

Postal Address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300
Fax: +27 11 484-0582
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

PART III

(Copy of notice, if any, required under section 51(1)(c) of the Act)

Currently not applicable

PART IV

(Information required under section 51(1)(d) of the Act)

Records are kept in accordance with such other legislation as is applicable to **Kulungile Metals (Proprietary) Limited** which includes but is not limited to, the following legislation:

Companies Act 61 of 1973
Income Tax Act 58 of 1962
Unemployment Insurance Act 63 of 2001
Value Added Tax Act 89 of 1991
Compensation for Occupational Injuries and Diseases Act 130 of 1993
Occupational Health and Safety Act 85 of 1993
Labour Relations Act 66 of 1995
Basic Conditions of Employment Act 75 of 1997
Employment Equity Act 55 of 1998
Skills Development Levies Act 9 of 1999
Regional Service Council Act 109 of 1985

PART V

(Information required under section 51(1)(e) of the Act)

A: Records that may be Requested**i. Operational Information**

Such information as is required for the day to day running of **Kulungile Metals (Proprietary) Limited**. For instance: internal phone lists; address lists; company policies; directives; contracts; employee records; requisitions; permits; licences; authorisations; approvals; applications; consents and general "house keeping" information.

ii. Communications

Correspondence between persons within and without **Kulungile Metals (Proprietary) Limited**.

iii. Website

Kulungile Metals (Proprietary) Limited's Website address is www.kulungile.co.za and is accessible to anyone who has access to the Internet. The Website contains various categories of information relating to the company.

B: The Request Procedures**i. Form of request**

- The requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body. This request must be made to the address, fax number or electronic mail address of the body concerned [s 53(1)].

- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required and specify a postal address or fax number in the Republic.
- The requester should also indicate if, in addition to a written reply, any other manner is to be used to inform the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c) and (e)].
- The requester must identify the right that is sought to be exercised or protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2)(d)].
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body [s 53(2)(f)].

ii. Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The head of the private body must by notice require the requester (other than a personal requester) to pay the prescribed request fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3)(b)].
- After the head of the private body has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for reproduction and for search and preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

PART VI

(Other information as may be prescribed under section 51(1)(f))

The Minister of Justice and Constitutional Development has not made any regulations in this regard

PART VII

(Availability of manual under section 51(3))

This manual is available for inspection by the general public upon request, during office hours and free of charge, at the offices of **Kulungile Metals (Proprietary)**

Limited. Copies may also be requested from the South African Human Rights Commission and the *Government Gazette*. The manual is also published on **Kulungile Metals (Proprietary) Limited's** website referred to above.

PART VIII

(Prescribed forms and fee structure in respect of private bodies)

The forms and fee structure prescribed under the Act are available at the website of the Department of Justice and Constitutional Development (www.doj.gov.za), under the "regulations" section.

PROMOTION OF ACCESS TO INFORMATION ACT, ACT 2 OF 2000 (The Act)



The South African Institute of Chartered Accountants
Die Suid-Afrikaanse Instituut van Geoktrooieerde Rekenmeesters

SECTION 51 MANUAL FOR THE SOUTH AFRICAN INSTITUTE OF CHARTERED ACCOUNTANTS

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INTRODUCTION TO THE SOUTH AFRICAN INSTITUTE OF CHARTERED ACCOUNTANTS (SAICA)

SAICA was formed in March 1980. SAICA is a non-profit, voluntary association that provides a wide range of services to its members and associates. It is the custodian of the Chartered Accountant (SA) designation. SAICA is controlled by a Board, elected by members through regional committees, and by bodies representing its other key constituencies such as commerce and industry, large practices, small practices and the Association for the Advancement of Black Accountants in Southern Africa (ABASA).

SAICA's mission is to promote and maintain the interests of members, associates and trainees and to enhance the integrity, relevance and standing of the Institute, its members, associates and trainees in the interests of society. This is achieved through attaining pre-eminence in educational, training, professional, ethical and technical standards, thereby supporting members, associates and trainees in the deliverance of professional service to all stakeholders.

In order to ensure that all members, associates and trainees comply with the high professional standards set, SAICA provides technical support, continuing professional education and disseminates and communicates the latest information on technical developments to its constituency.

PARTICULARS IN TERMS OF SECTION 51

1. CONTACT DETAILS [Section 51(1)(a)]

The Executive President of SAICA has duly authorised the **Legal and Ethical Director** to deal with all matters in connection with requests for information in terms of the Promotion of Access to Information Act, 2 of 2000.

Postal address: P O Box 59875
KENGRAV
2100

Street address: Integritas
7 Zulberg Close
BRUMA

Telephone: +27 11 622 6655

Facsimile: +27 11 622 3321

E-mail: jand@saica.co.za

2. THE GUIDE AS DESCRIBED IN SECTION 10. [Section 51(1)(b)]

The guide will be available from the Human Rights Commission. Please direct any queries to:

The Human Rights Commission:

Postal address: Private Bag 2700
HOUGHTON
2041

Telephone: +27 11 484 8300

Facsimile: +27 11 484-0582

Website: <http://www.sahrc.org.za>

3. CATEGORIES OF RECORDS OF SAICA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THE ACT IN TERMS OF SECTION 52(2). [Section 51(1)(c)]

No notice of such records has been made to the Minister.

4. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION. [Section 51(1)(d)]

Records are kept in accordance with the following legislation:

- Pension Funds Act, 24 of 1956

5. HOW TO REQUEST A RECORD. A DESCRIPTION OF THE SUBJECTS OF THE RECORDS HELD BY SAICA AND THE CATEGORIES IN WHICH THESE SUBJECTS ARE CLASSED. [Section 51(1)(e)]

5.1 How to request a record [See *pro forma* request form in Section 9]

- Section 53 prescribes that the requester must use the prescribed form to make the request for access to a record. This must be made to the head of the private body, or his duly authorized deputy. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.
- The requester must identify the right that he or she is seeking to exercise or protect and provide an explanation of why the requested record is required for the exercise or protection of that right.

- If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the head of the private body.
- The head of the private body must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The fee for private bodies is R50. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

The head of the private body will then make a decision on the request and notify the requester in the required form.

5.2 Categories of records held by SAICA

5.2.1 *Web page and library records*

The web page, www.saica.co.za, is accessible to anyone who has access to the Internet. SAICA's website has the following categories:

- About Us
 - *About a CA, AGA, and AAT*
 - *About SAICA*
 - *Benefits of SAICA membership*
 - *Need an Accountant?*
 - *SAICA Statistics*
 - *SAICA Structure*
- Constituency services
 - *Absentee*
 - *Auditing and accounting*
 - *Commerce and industry (C&I)*
 - *Legal and Ethical*
 - *** Verification of a member/associate*
 - *Small practices*
- Resources
 - *Documents for public comment*
 - *In the Media*
 - *Forms*
 - *E-service Brochure*
 - *Newsletters*

- *Products*
- *Publications*
- *Related sites*
- *SAICA links*
- *Tax*

- Training and Education
- Seminars and Events
- Committees and Groups
- Members and Associates
- Discussion forums
- Jobs
- FAQs
- Contact us

NOTE: Automatic access to certain sections of the website may be limited.

Library

The SAICA Library consists of a collection of works on various accounting and auditing issues. The material designation of the Library is books and journals. Persons wishing to make use of the facilities may do so. Any costs that are incurred will be for the account of the user.

5.2.2 Other records

- *Operational information*
This information can be defined as information needed in the day-to-day running of the organization and is generally of little to no use to persons outside the organization. (Examples of such information are: requisitions, internal telephone lists, address lists, company policies, directives, contracts, employee records and general "house-keeping" information).
- *Communications*
- *Circulars*
- *Membership files*
- *Disciplinary files*

- *Examination scripts*
In terms of the examination regulations, these are only maintained for 2 months after the date of such examination.
- *Trainee accountant records*
- *Training offices files*
- *SAICA database (electronic)*
- *Committee minutes*
Automatic access to minutes is limited to members of the particular Committee.
- *Incorporation documents of SAICA i.e. Constitution and By-laws*
- *Financial records, including accounting records and auditor's report*

6. OTHER INFORMATION AS MAY BE PRESCRIBED [Section 51(1)(f)]

Not applicable.

7. AVAILABILITY OF THE MANUAL. [Section 51(3)]

This manual is available from the South African Human Rights Commission (see details above), SAICA (see details above), and in electronic format at <http://www.saica.co.za>.

8. 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) stiffy 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) stiffy 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.

9. PRESCRIBED REQUEST FORM

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: The South African Institute of Chartered Accountants

B. Particulars of person requesting access to the record

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

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.

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 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:	
<input type="checkbox"/> copy of record*	<input type="checkbox"/> 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 consists 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* (stiffy or compact disc)	
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.					YES	NO

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


HIGHVELD STEEL AND VANADIUM CORPORATION LIMITED

Company registration number 1960/001900/06

(Incorporated in the Republic of South Africa)

Share code : HVL

ISIN code : ZAE000003422

 A member of the Anglo American plc group**Manual in Terms of the Promotion of Access to Information Act 2 of 2002****PART 1****Head of Private Body****Chief Executive Officer:** Mr TE Jones**Postal Address:** PO Box 111
Witbank
1035**Street Address:** Portion 29 of the farm Schoongezicht 308 JS,
Old Pretoria Road, Witbank**Telephone:** (013) 690 9911**Telefax:** (013) 690 9033**E-mail address:** general@hiveld.co.za**Request for documents to be forwarded to:****Address:** **The Company Secretary**
Highveld Steel and Vanadium Corporation Limited
PO Box 111
Witbank
1035

or

Telefax: (013) 690 9293**E-mail Address:** general@hiveld.co.za**PART 2****Section 10 Guide by Human Rights Commissioner**

This guide is not yet available.

PART 3

Procedure for Request of Access to Records

Requests must be made by completion of the appropriate form. The request form can be acquired from and completed forms must be submitted to:

The Company Secretary

Highveld Steel and Vanadium Corporation Limited

PO Box 111

Witbank

1035

Telefax: (013) 690 9293 / 9033

PART 4

Documents in the following categories are retained:

- Accounting / Financial
- Contracts and Agreements
- Electronic Documents
- General Correspondence
- Human Resources
- Insurance
- Licenses
- Mineral Rights
- Patents and Trade Marks
- Pension Fund and Medical Aid
- Property
- Share Registration
- Taxation
- Vat Documentation
- Procurement

PART 5

Records are kept in accordance with the following legislation:

- Income Tax Act 58 of 1962.
- Unemployed Insurance Act, 30 of 1966.
- Value-added Tax Act, 89 of 1991.
- Compensation for Occupational Injuries and Diseases Act, 130 of 1993.
- Labour Relations Act 66 of 1995.
- Basic Conditions of Employment Act, 75 of 1997.
- Employment Equity Act 55 of 1998.
- Skills Development Levies Act 9 of 1999.
- Minerals Act 50 of 1991.
- Occupational Health and Safety Act 85 of 1993.
- Mine Health and Safety Act 29 of 1996.
- Companies Act 61 of 1973.

PART 6

Highveld's web site (www.highveldsteel.co.za) is accessible by anyone through the internet. The web site provides for the following categories:

- Corporate Profile
- Financial Information
- Marketing (Limited access)
- Process Technology
- Steel Customers (Limited access)
- Supplier Center (Limited access)

GENERAL\Manual in Terms of the Promotion of Access to Information Act 2 of 2002 - Publication in GG

**MANUAL IN TERMS OF SECTION 14 OF THE
PROMOTION OF ACCESS TO INFORMATION ACT, 2000**

**LAW SOCIETY OF THE NORTHERN PROVINCES
(INCORPORATED AS THE LAW SOCIETY OF THE TRANSVAAL)**

1. STRUCTURE AND FUNCTIONS

The Law Society of the Northern Provinces (LSNP) is a statutory, regulatory body established in terms of the Attorneys Act, no 53 of 1979.

The LSNP comprises of the following departments: Professional Affairs, Disciplinary matters, Members' Affairs, Finances & Human Recourses and Communication.

The objects of the Law Society, as set out in Section 58 of the Attorneys Act, 1979, are:

- (a) to maintain the prestige, status and dignity of the profession;
- (b) to regulate the exercise of the profession;
- (c) to encourage and promote efficiency in and responsibility in relation to the profession;
- (d) to deal with all matters relating to the interests of the profession and to protect those interests;
- (e) to uphold the integrity of practitioners;
- (f) to uphold and improve the standards of professional conduct and qualifications of practitioners;
- (g) to provide for the effective control of the professional conduct of practitioners;
- (h) to promote uniform practice and discipline among practitioners;
- (i) to encourage the study of law;
- (j) to initiate and promote reforms and improvements in any branch of the law, the administration of justice, the practice of the law and in draft legislation;
- (k) to represent generally the views of the profession;
- (l) in the interests of the profession in the Republic, to co-operate with such other societies or bodies of persons as it may deem fit.

2. CONTACT PARTICULARS

Proforum Building
123 Paul Kruger Street
Pretoria
0001

Tel: (012) 323-0400

E mail: tvllaw@mweb.co.za

P O Box 1493

Pretoria

0001

Fax: (012) 323-2606

Website: www.tvllaw.co.za

Information officer: Mr MJS Grobler

Deputy information officers: Mr J van Staden, Ms M Malatji, Mr P N Matijane, Ms H A Bezuidenhout and Ms M V Bekker.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

Any person who wishes to exercise any right contemplated in the Promotion of Access to Information Act, 2000, may obtain a copy of the information guide issued by the Human Rights Commission in all official languages, from the Human Rights Commission, tel (011) 484-8300, fax (011) 484-7149.

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION, SUBJECTS ON WHICH THE LSNP HOLDS RECORDS AND THE CATEGORIES OF RECORDS HELD

Information which is not readily available as indicated in paragraph 5 of this manual, may be requested in accordance with the procedure prescribed in terms of the Promotion of Access to Information Act.

Copies of the prescribed forms to be completed for submitting a request, are available from the LSNP.

Information held:

4.1 Professional Affairs

	Subjects	Categories of information
1	Firms of Attorneys	Contact details Partners/directors, professional assistants, consultants & candidate attorneys Trust account numbers Name of auditors Submission of Auditor's reports
2	Attorneys (individuals)	Personal particulars (eg. name, date of birth & identity number) Contact details (address & telephone number) Professional particulars (eg. date of admission and further qualification as a notary & conveyancer) Fidelity Fund Certificates Registered candidate attorneys
3	Candidate Attorneys	Personal particulars (eg. name & identity number) Contact details Principal and contract particulars Examinations written, marks obtained Right of appearance in lower Courts
4	Examinations	Candidates registered Marks obtained Particulars of examination panel (examiners)
5	Council and Council meetings	Particulars of Councillors Decisions taken and rulings issued

		Minutes of meetings Legal opinions Submissions to Government departments, the Rules Board for Courts of Law and the SA Law Commission
6	Committee meetings	Personal particulars of committee members Decisions taken and recommendations made to Council Minutes of meetings
7	Provincial Circle Councils	Particulars of Councillors Decisions taken and recommendations made to the Council of the LSNP Minutes of meetings
8	High Court applications	Admission and re-admission applications

4.2 Disciplinary Matters

	Subjects	Categories of information
1	Complaints against attorneys	Personal information of complainant Affidavit of complainant Letter of complaint by a judicial officer, State Department or attorney Attorneys written response Report on investigation conducted and accounting records Minutes of meetings of Investigating Committees, Monitoring Committee, Disciplinary Committees and Council Particulars of previous complaints and convictions

4.3 Members Affairs

	Subjects	Categories of information
1	Attorneys	Particulars of complaint Statement of accounts
2	Members of public	Personal particulars Contact details Particulars of complaint
3	Struck / suspended attorneys	Particulars of Court Order Trust banking accounts Accounting records Client files

		Status of criminal prosecution Excussion proceedings
4	Assessment Committees	Personal particulars of committee members Decision taken and recommendations made Report on findings
5	Financial investigative reports	Personal particulars of investigator Working papers Findings and recommendations
6	Audit certificates	Personal particulars Audit findings

4.4 Communication

	Subjects	Categories of information
1	Newsletters	Society News – Law Society Newsletter Newsletters for the 3 Circle Councils namely:- - Northern Province - North West - Gauteng
2	Website	Personal particulars and contact details of attorneys firms, individual members, Councillors, Circle Councillors, Committee members, other Law Societies and the Attorneys Fidelity Fund Newsletter articles Brochures
3	Categories of records	Rulings issued by the Council Attorneys Act, 1979 and the Rules Media Releases Articles in newspapers and magazines Brochures Documents on specific topics for the presentation of seminars

4.5 Finances & Human Resources

	Subjects	Categories of information
1	Finances of the LSNP	Past and current budgets Cashflow statements Honoraria of Councillors and Committee Members Travelling costs of Councillors and Committee members Banking account particulars

		Particulars of suppliers of various services rendered
2	Fidelity Fund Matters	Claims for refund of bank charges and audit fees, submitted by firms Interest paid over to the Attorneys Fidelity Fund
3	Human Resources (Staff)	Personal particulars of individual staff members Salaries and benefits payable Disciplinary profile of individual staff members

5. CATEGORIES OF RECORDS: AUTOMATIC DISCLOSURE IN TERMS OF SECTION 15 OF THE ACT

The following categories of information are automatically available from the LSNP, without a person having to request access in terms of the Act:

5.1 Professional Affairs

	Information	Costs
5.1.1	Names & contact details of firms of attorneys	Free of charge
5.1.2	Names & contact details of individual attorneys and the capacity in which they are involved at a practice	Free of charge
5.1.3	Qualification of an attorney as a notary and/or conveyancer	Free of charge
5.1.4	Whether a Fidelity Fund Certificate has been issued to an attorney	Free of charge
5.1.5	Names and contact details of candidate attorneys and contract particulars	Free of charge
5.1.6	Information on examinations written by a person and the results thereof	Free of charge
5.1.7	Names of Councillors, Committee members and Circle Councillors	Free of charge

5.2 Members Affairs

	Information	Costs
5.2.1	Particulars of Court Order	Free of charge

5.3 Communication

	Information	Costs
5.3.1	Newsletters	Free of charge
5.3.2	Brochures	Free of charge
5.3.3	Attorneys Act, 1979 and the Rules	Prescribed fee in terms of the Act

5.3.4	Media releases and articles published	Free of charge
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6. CATEGORIES OF RECORDS: VOLUNTARY DISCLOSURE IN TERMS OF SECTION 15 OF THE ACT

The following categories of information are voluntarily disclosed by the LSNP, subject to access thereto being requested in terms of the Act:

6.1 Members Affairs

	Information	Costs
6.1.1	Statement of accounts to client or attorney concerned	Free of charge
6.1.2	File of client	Postage
6.1.3	Status of criminal prosecution	Free of charge
6.1.4	Audit finding to attorney concerned	Free of charge
6.1.5	Financial investigative report to attorney concerned	Free of charge

7. DESCRIPTION OF SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC AND HOW TO GAIN ACCESS TO IT

The following services are available to the public from the LSNP:

7.1 Professional Affairs

- Assistance to members of the public relating to enquiries of a general nature and with regard to the conduct of an attorney and the Rules of the LSNP.

Manner of access

- Enquiries to be addressed in writing or telephonically or by way of appointment.

7.2 Disciplinary Matters

- (a) Investigation and prosecution of complaints of alleged unprofessional or dishonourable conduct by attorneys.

Manner of access

- Complaints are to be submitted to the LSNP in writing and by affidavit and accompanied by the relevant documents, vouchers, letters and receipts. A standard complaint form is available from the disciplinary department.
- No complaint by a member of the public shall be considered, unless it is submitted by affidavit.
- The Secretary of the LSNP may, in his/her discretion, accept complaints which are not in affidavit form

- (b) To assist members of the public, an information desk has been established where members can consult an Information Official, who will either refer the member of the public to an attorney for a free ½ hour consultation with an attorney or advise the person to lodge a complaint.

- Referral of members of the public to attorneys for a ½ hour free consultation.

Manner of access

- Written request.

7.3 Members Affairs

a) **Assessment of attorneys' fees**

- The statement of account is rendered to the LSNP and a committee is appointed to assess the reasonability of the attorneys' fees in the presence of the attorney and the client.

b) **Curatorship duties**

- The LSNP attends to the winding down of attorneys' practices on the appointment as *Curator Bonis*. Clients are assisted to obtain the client file as kept by the attorney and particulars of funds entrusted to the attorney concerned on receipt of a written request.

c) **Financial investigations**

- Financial investigations of attorneys' firms are conducted on receipt of information, which indicates financial irregularities at the attorneys' firm.

Manner of access

- Telephonic and/or written request.

7.4 Communication

- Availability of information brochures.
- Informative articles in the printed and electronic media.

Manner of access

- Telephonic or written request.

8. PARTICIPATION TO FORMULATE POLICY/EXERCISE POWERS

The Council determines policy and exercises the powers afforded to it by the Attorneys Act, 1979 and is assisted by various committees, while decisions are carried out by a permanent Directorate.

9. DESCRIPTION OF REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE LSNP

If a request for information in terms of the Act had been refused by the LSNP, the requester may, within 60 days and in the prescribed form and against payment of the prescribed appeal fee, lodge an internal appeal against the decision of the information officer in accordance with the provisions of Section 75 of the Act. If an internal appeal is lodged after expiry of the prescribed period, the LSNP will, on good cause shown, allow such late lodging.