THE SOUTHERN AFRICAN INSTITUTE OF CHARTERED SECRETARIES AND ADMINISTRATORS (NPC)

TRADING AS

CHARTERED SECRETARIES SOUTHERN AFRICA ("CSSA" or "the Company")

MANUAL

in terms of

The Promotion of Access to Information Act

2/2000

(the "ACT")

DATE OF COMPILATION— 20/12/2011

Version 2 updated 12/01/2015
Preamble

The Promotion of Access to Information Act No. 2 of 2000 (“the Act”) came into operation on 23 November 2001. Section 51 of this Act requires that we as a private body compile a manual giving information to the public regarding the procedure to be followed in requesting information from us for the purpose of exercising or protecting rights.

Notes:

- The purpose of this manual is to facilitate requests for access to records of the Company.

- This manual is not exhaustive of, nor does it comprehensively deal with, every procedure provided for in the Act. Requesters are advised to familiarise themselves with the provisions of the Act before making any request to the Company in terms of the Act.

- Nothing stated in this manual shall limit, or constitute a waiver of, any of the rights of the requester or of the Company in terms of the Act.

- The Company makes no representation and gives no undertaking that the information in this manual or any information provided by the Company to a requester thereof is complete or accurate, or that such information is fit for any purpose. All users of any such information shall use such information entirely at their own risk and the Company shall not be liable for any loss, expense, liability or claims howsoever arising, resulting from any use of this manual or of any information provided by the Company or from any error therein.

- All users irrevocably agree to submit exclusively to the laws of the Republic of South Africa and to the exclusive jurisdiction of the courts of the Republic of South Africa in respect of any dispute arising out of the use of this manual or of any information provided by the Company.

Inside these pages you will be able to view the categories of information which we possess. You will also be shown the correct procedure to follow should you require access to any of this information. The manual will be updated from time to time.

A copy of this manual is also available on our website – www.chartsec.co.za
INDEX

1. Introduction 4

2. Key Contact Details for Access to Information Queries 4

3. The Act 5

4. Categories of Information 5

5. Access To Records and Availability 6

6. Form of Request 7

7. Prescribed Fees 8

Form C 9
1. INTRODUCTION

The Southern African Institute of Chartered Secretaries and Administrators NPC trading as Chartered Secretaries Southern Africa ("CSSA") is the professional qualifying body for governance professionals in Southern Africa on the path to becoming a Chartered Secretary. The Institute further provides Continuing Professional Development (CPD) for governance professionals and accounting officers.

The Southern African Institute of Chartered Secretaries and Administrators NPC (CSSA) represents Botswana, Lesotho, Namibia, South Africa and Swaziland.

Members of CSSA, all of whom are Chartered Secretaries, work in public and private companies, corporate secretarial firms, legal practices, accounting firms, tertiary institutions and the public sector.

CSSA is a division of the global governance body Institute of Chartered Secretaries and Administrators (ICSA), and was the first division to be established outside of the UK. There are additional divisions across the globe, namely in Australia, Canada, China, Malaysia, New Zealand, Singapore, UKRIAT and Zimbabwe.

2. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION QUERIES

Information Officer
Name: Stephen Sadie

Personal Assistant and contact for access to information general enquiries
Name: Brenda Foster
Tel: 011 551 4014
Email: Brenda@chartsec.co.za

CEO: Stephen Sadie

Postal Address  P.O. Box 3146, Houghton, 2041
Street Address  Block C, Riviera Road Office Park, 6 – 10 Riviera Road, Killarney, 2193

Telephone Number  27-11-551-4000
Fax Number  27-11-551-4027
Website: www.chartsec.co.za
3. THE ACT

3.1 The Act grants a requester access to records of the Company, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.

3.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7.

3.3 Requesters are referred to the Guide compiled by the South African Human Rights Commission, which contains information for the purposes of exercising Constitutional Rights. The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-484 8300
Fax Number: +27-11-484 0582
Website:

4. CATEGORIES OF INFORMATION

4.1 The Company is required by legislation to hold certain records and a list of some of the key applicable legislation follows:

<table>
<thead>
<tr>
<th>No</th>
<th>Ref</th>
<th>Act</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No 71 of 2008</td>
<td>Companies Act</td>
</tr>
<tr>
<td>2</td>
<td>No 98 of 1978</td>
<td>Copyright Act</td>
</tr>
<tr>
<td>3</td>
<td>No 55 of 1998</td>
<td>Employment Equity Act</td>
</tr>
<tr>
<td>4</td>
<td>No 95 of 1967</td>
<td>Income Tax Act</td>
</tr>
<tr>
<td>5</td>
<td>No 66 of 1995</td>
<td>Labour Relations Act</td>
</tr>
<tr>
<td>6</td>
<td>No 89 of 1991</td>
<td>Value Added Tax Act</td>
</tr>
<tr>
<td>7</td>
<td>No 37 of 2002</td>
<td>Financial Advisory and Intermediary Services Act</td>
</tr>
<tr>
<td>8</td>
<td>No 75 of 1997</td>
<td>Basic Conditions of Employment Act</td>
</tr>
<tr>
<td>9</td>
<td>No 69 of 1984</td>
<td>Close Corporations Act</td>
</tr>
<tr>
<td>10</td>
<td>No 25 of 2002</td>
<td>Electronic Communications and Transactions Act</td>
</tr>
<tr>
<td>11</td>
<td>No 2 of 2000</td>
<td>Promotion of Access of Information Act</td>
</tr>
<tr>
<td>12</td>
<td>No 30 of 1996</td>
<td>Unemployment Insurance Act</td>
</tr>
<tr>
<td>13</td>
<td>No 68 of 2008</td>
<td>Consumer Protection Act</td>
</tr>
<tr>
<td>14</td>
<td>No 9 of 1999</td>
<td>Skills Development Levies Act</td>
</tr>
<tr>
<td>15</td>
<td>No 194 of 1993</td>
<td>Trade Marks Act</td>
</tr>
<tr>
<td>16</td>
<td>No 1997 of 1998</td>
<td>Skills Development Act</td>
</tr>
</tbody>
</table>

4.2 PAIA requires companies to list those records which are automatically available. Such automatically available records usually do not have information which can reasonably be said to be of a sensitive nature. Most records which fall into this category of information are available from the Company at its offices in Killarney or on the Company’s website, www.chartsec.co.za and do not require a formal process to access same.
5. ACCESS TO RECORDS AND AVAILABILITY

The following records are not automatically available without formally lodging a request on Form C. These records may be formally requested but access to parts of these records or the whole record may be refused on legal grounds or in terms of a policy approved by the board.

The Company further reserves the right to refuse access to records where the processing of the record will result in a substantial and unreasonable diversion of its resources or which are sensitive in nature. Access will also be refused where requests are clearly frivolous and/or vexatious or require access to confidential or private information.

Company Secretarial

• Company Memorandum of Incorporation/Registers/Minutes of meetings/Statutory returns

Movable and Immovable Property

• Title Deeds
• Lease Agreements
• Hire Agreements/Rental Agreements

Intellectual Property

• Trade marks
• Patents
• Copyright
• Designs
• Licensing agreements

Insurance

• Insurance Policies/Claims Files

Third Parties

Records held by the Company relating to other parties, including financial records, correspondence, contractual records, records provided by other parties and records that third parties have provided about the Company’s contractors and suppliers in respect of contractors, suppliers, subsidiary or fellow subsidiary companies, joint venture partners and service providers.

Taxation

• Income tax files
Human Resources

- Policies and procedures
- Employee information
- Personnel files
- Conditions of employment
- Internal evaluation records (where applicable)
- Correspondence
- Training schedule and related material
- Agreements
- Forms and applications
- Standard letters and notices

Finance

- Financial statements
- Reports and returns
- Banking details and bank account records
- Debtors/creditors statements and invoices

Operations

- Insurance policies
- Policies and procedures
- Reports and supporting documentation
- Examination papers and scripts

Information technology

- System documentation and manuals

Administration

- Internet (www.chartsec.co.za)
- Correspondence with internal and external parties

6. FORM OF REQUEST

To facilitate the processing of your request, please:

6.1 Use the prescribed Form C on pages 9 – 11 of this manual.
6.2 Address your request to the CEO.
6.3 Provide sufficient details to enable the COMPANY to identify:
   (a) The record(s) requested;
   (b) The requester (and if an agent is lodging the request, proof of capacity);
   (c) The form of access required;
   (d) (i) The postal address or fax number of the requester in the Republic;
       (ii) If the requester wishes to be informed of the decision in any manner (in addition to
written) the manner and particulars thereof;
(e) The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

7. **PRESCRIBED FEES**

The following applies to requests (other than personal requests):

7.1 A requestor is required to pay the prescribed fees (R50.00) before a request will be processed;
7.2 If the preparation of the record requested requires more than the prescribed hours (six), a deposit shall be paid (of not more than one third of the access fee which would be payable if the request were granted);
7.3 A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit;
7.4 Records may be withheld until the fees have been paid.
7.5 The fee structure is available on the website of the SOUTH AFRICAN HUMAN RIGHTS COMMISSION at www.sahrc.org.za, or the website of THE DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT (under regulations) at http://www.doj.gov.za/
A. **Particulars of private body**

The Head:

---

B. **Particulars of person requesting access to the record**

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

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**

<table>
<thead>
<tr>
<th>(a)</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(b)</td>
<td>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.</td>
</tr>
</tbody>
</table>

1 Description of record or relevant part of the 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.

<table>
<thead>
<tr>
<th>Disability:</th>
<th>Form in which record is required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Mark the appropriate box with an X.</td>
<td></td>
</tr>
</tbody>
</table>

NOTES:
(a) Compliance with your request in the specified form may depend on the form in which the record is available.
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

<table>
<thead>
<tr>
<th>copy of record*</th>
<th>inspection of record</th>
</tr>
</thead>
</table>

2. If record consists of visual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

<table>
<thead>
<tr>
<th>view the images</th>
<th>copy of the images*</th>
<th>transcription of the images*</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>listen to the soundtrack audio cassette</th>
<th>transcription of soundtrack*</th>
<th>written or printed document</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>printed copy of record*</th>
<th>printed copy of information derived from the record*</th>
<th>copy in computer readable form* (stiffy or compact disc)</th>
</tr>
</thead>
</table>

*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