

# **Access to Information Manual**

**Sure Global Travel (Pty) Ltd – 2005/021301/07**

## **MANUAL PREPARED IN ACCORDANCE WITH SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NR. 2 OF 2000**

### **1. INTRODUCTION**

The aim of the manual is to assist potential requestors as to the procedure to be followed when requesting access to information / documents from Sure Global Travel as contemplated in terms of the Act.

The manual may be amended from time to time and as soon as any amendments have been finalised, the latest version of the manual will be made public.

Any requestor is advised to contact Lilanie Janse Van Rensburg should he / she require any assistance in respect of the utilization of this manual and / or the requesting of information/documents from Sure Global Travel.

The following words will bear the following meaning in this manual:-

“the Act” shall mean the Promotion of Access to Information Act, Nr. 2 of 2000, together with all relevant regulations published;

“the / this manual” shall mean this manual together with all annexure thereto as available at the offices of Sure Global Travel from time to time;

“Sure Global Travel” shall mean Sure Global Travel (Pty) Ltd , structured as a private company.

“SAHRC” shall mean the South African Human Rights Commission.

“Information Officer” Lilanie Janse Van Rensburg has been appointed as the Information Officer of Sure Global Travel to which requests for information in terms of the Act, should be addressed.

### **2. CONTACT DETAILS (Section 51(1) (a) of the Act)**

Name of body:	Sure Global Travel
Appointed Information Officer:	Lilanie Janse Van Rensburg
Address:	BON Riviera on Vaal (Hotel main entrance), Mario Milani Drive, Three Rivers VEREENIGING
Postal address:	P.O.Box 1011 VEREENIGING 1930
Telephone:	0861 000 748
E-mail:	<a href="mailto:lilanie@sureglobaltravel.co.za">lilanie@sureglobaltravel.co.za</a>
Website address:	<a href="http://www.sureglobaltravel.co.za">www.sureglobaltravel.co.za</a>

### **3. GUIDE IN TERMS OF SECTION 10 OF THE ACT (Section 51(1) (b) of the Act)**

In terms of Section 10 of the Act, a guide will be compiled by the South African Human Rights Commission containing such information as may be required by a person who wishes to exercise any right contemplated in the Act. The guide will be made available in all official languages by the SAHRC and is obtainable from the SAHRC.

Contact details of the South African Human Rights Commission are as follows:

PAIA Unit:

The Research and Documentation Department  
Private Bag X2700  
HOUGHTON  
2041  
Telephone: +27 11 877 3803  
Fax: +27 11 403 0625  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [lidlamini@sahrc.org.za](mailto:lidlamini@sahrc.org.za)

### **4. NOTICE(S) IN TERMS OF SECTION 52(2) OF THE ACT (Section 51(1) (c) of the Act)**

At this stage no notice(s) has / have been published.

### **5. INFORMATION / DOCUMENTS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION (Section 51(1) (d) of the Act)**

Sure Global Travel keeps information / documents in accordance with the following legislation (please note that this is not an exhaustive list):-

- Labour Relations Act 66 of 1995
- Employment Equity Act 55 of 1998
- Basic Conditions of Employment Act 75 of 1997
- Compensation of Occupational Injuries and Disease Act 130 of 1993
- Companies Act 61 of 1973
- Unemployment Insurance Act 63 of 2001
- Value Added Tax Act 89 of 1991
- Income Tax Act 58 of 1962
- Skills Development Act 9 of 1999
- Financial Advisory and Intermediary Services Act 37 of 2002
- Stock Exchanges Control Act 1985
- Financial markets Control Act 1989

### **6. DOCUMENTS / INFORMATION HELD BY Sure Global Travel IN TERMS OF THE ACT (Section 51(1)(e) of the Act)**

Sure Global Travel holds the information / documents listed herein below:

#### **COMPANIES ACT RECORDS**

- Documents of incorporation
- Memorandum and Articles of Association
- Minutes of Board of Directors meetings

- Records relating to the appointment of directors/ auditor/ secretary/ public officer and other officers
- Share Register and other statutory registers

### **FINANCIAL RECORDS**

- Annual Financial Statements
- Tax Returns
- Accounting Records
- Banking Records
- Bank Statements
- Paid Cheques
- Electronic banking records
- Asset Register
- Rental Agreements
- Invoices

### **INCOME TAX RECORDS**

- PAYE Records
- Documents issued to employees for income tax purposes
- Records of payments made to SARS on behalf of employees
- All other statutory compliances:
  - o VAT
  - o Regional Services Levies
  - o Skills Development Levies
  - o UIF
  - o Workmen's Compensation

### **PERSONNEL DOCUMENTS AND RECORDS**

- Employment contracts
- Medical Aid records
- Pension Fund records
- Disciplinary records
- Salary records
- SETA records
- Disciplinary code
- Leave records
- Training records
- Training Manuals

## **7. OTHER INFORMATION (Section 51(1) (f) of the Act)**

The Minister of Justice and Constitutional Development has to date not published any regulations in terms of this Section.

## **8. AVAILABILITY OF THE MANUAL (Section 51(3) of the Act)**

8.1 This manual is available for inspection at the offices of Sure Global Travel, free of charge.

8.2 Copies of the manual may be obtained, subject to the prescribed fees, at the offices of Sure Global Travel.

8.3 The manual can also be accessed on the websites of the SAHRC ([www.sahrc.org.za](http://www.sahrc.org.za))

and Sure Global Travel ([www.sureglobaltravel.co.za](http://www.sureglobaltravel.co.za)).

**DETAIL ON HOW TO MAKE A REQUEST FOR ACCESS – SECTION 51(e)**

- The requester must complete Form C and submit this form together with a request fee, to the information officer of the private body.
- The form must be submitted to the information officer of the private body at his/her address, fax number, or electronic mail address.
- The form must:

Provide sufficient particulars to enable the information officer of the private body to identify the record/s requested and to identify the requester,

Indicate which form of access is required,

Specify a postal address or fax number of the requester in the Republic,

Identify the right that the requester 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 in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be informed in the other manner,

If the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the information officer of the private body.

## **Fees payable by requester**

The fees for reproduction are as follows:

(a)	For every photocopy of an A4-size page or part thereof	R1.10
(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	R0.75
(c)	For a copy in a computer-readable form on cd	R70
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof	R40
	(ii) For a copy of visual images	R60
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof	R20
	(ii) For a copy of an audio record	R30
	Request fee	R50
	Internal appeal fee	R50
	Hourly search fees	R30

A deposit of maximum a third of the fee may be required if the time required is in excess of 6 hours.

**I hereby confirm that the above information is correct and that I am the appointed Information Officer of this company.**

Yours sincerely

**Lilanie Janse Van Rensburg  
Chief Executive Officer  
28 September 2015**

## FORM C

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 <i>ONLY</i> if a request <i>for information</i> is made on behalf of <i>another</i> person.
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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.<br>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**

- |  |
|--|
| <p>(a) A request for access to a record, other <i>than</i> a record containing personal information about yourself, will be processed only after a request fee has been paid.</p> <p>(b) You will be <i>notified</i> of the amount required to be paid as the request fee.</p> <p>(c) The fee payable for access to a record depends <i>on</i> the form <i>in which</i> access is required and the reasonable time <i>required</i> to search for and prepare a record.</p> <p>(d) If you qualify for exemption <i>of</i> the payment <i>of</i> any fee, please state the reason for exemption.</p> |
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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.
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Disability:	Form in which record is required
Mark the appropriate box with an X.	
<p>NOTES:</p> <p>(a) Compliance with your request in the specified form may depend on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.</p>	

<b>1. If the record is in written or printed form:</b>			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record
<b>2. If record consists of visual images</b> 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*
<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
<input type="checkbox"/>	listen to the soundtrack audio cassette	<input type="checkbox"/>	transcription of soundtrack* written or printed document
<b>4. If record is held on computer or in an electronic or machine-readable form:</b>			
<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)
<p>*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.</p>			<p>YES      NO</p>

**G Particulars of right to be exercised or protected**

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