

SECTION 51 MANUAL FOR

TOWER GROUP (PTY) LTD



*Prepared in terms of the requirements of the
Promotion of Access to Information Act No 2 of 2000*

Registration Number: 2013/170618/07

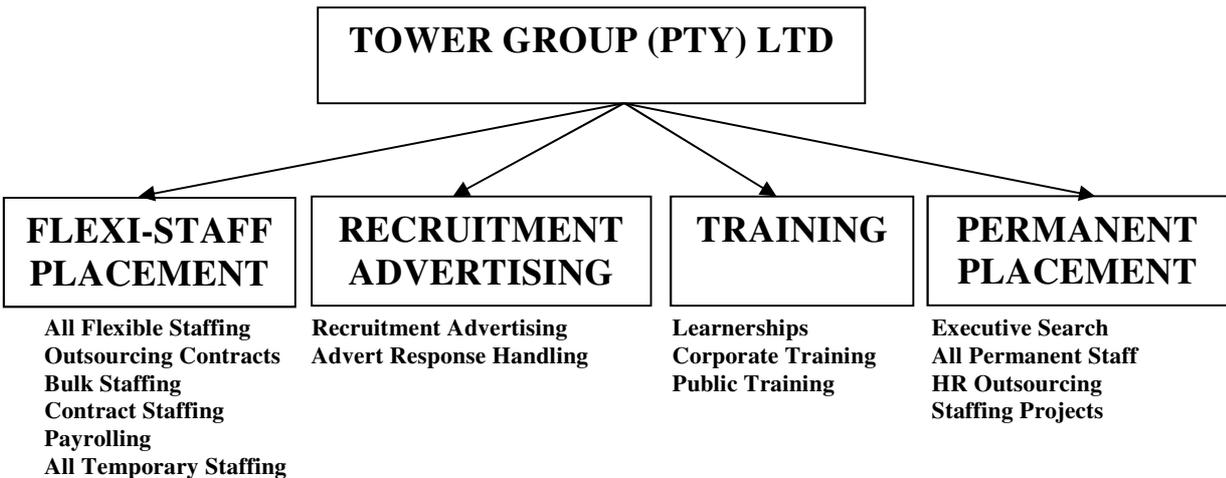
**Directors: P Venter (Managing)
ME Sethusha**

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INTRODUCTION TO TOWER GROUP



B. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Contact Details [Section 51(1)(a)]

Company Name:

Tower Group (Pty) Ltd

Managing Director

Peter Venter

Other Director(s)

Mpho Emily Sethusha

Street Address : 1st Floor
24 Hurlingham Road
Illovo, Sandton
2196

Postal Address: P O Box 3254
Parklands
2121

Telephone: +27 11 750 1900
Fax: +27 11 268 6863
Website: www.towergroup.co.za

Note: Other Information on the company is also available on the company's website (www.towergroup.co.za)

2. The Section 10 Guide on how to use the Act [Section 51(1)(B)]

The guide will be available from the South African Human Rights Commission by not later than August 2005. 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 11 484-1360
Website: www.sahrc.org.za
E-Mail: PAIA@sahrc.org.za

3. Records available in terms of any other legislation [Section 1(1)(d)]

1. Basic Conditions of Employment Act, No 75 of 1997
2. Companies Act, No 71 of 2008
3. Employment Equity Act, No 55 of 1998
4. Labour Relations Act, No 66 of 1995
5. Skills Development Act, No 97 of 1998
6. Skills Development Levies Act, No 9 of 1999
7. Unemployment Insurance Act, No 30 of 1966
8. Unemployment Contributions Act, No. 4 of 2002
9. Value Added Tax, Act No 89 of 1991
10. Income Tax Act, No 95 of 1967 (Income Tax Act No. 58 of 1962)
11. Compensation for Occupational Injuries and Diseases Act, No 130 of 1993
12. Occupational Health and Safety Act, No. 85 of 1993
13. Consumer Protection Act, No 68 of 2008
14. Protection of Private Information Act, No 4 of 2013
15. National Credit Act, No 34 of 2005
16. Electronic Communications and Transactions Act, No. 25 of 2002
17. Trademarks Act, No. 194 of 1993
18. Promotion of Access to Information Act, No. 2 of 2000.
19. Usury Act, No 73 of 1968 and amendments to this Act
20. Tobacco Products Control Act, No 63 of 2008 and any amendments to this Act
21. Protected Disclosures Act, No 26 of 2000
22. Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000 and amendments to this Act

4. Access to records held by Tower Group (Pty) Ltd [Section 51(1)(c) & (e)]

i. Automatic Disclosures [Section 51(1)(c)]

Information that is freely available

Website Information – www.towergroup.co.za

ii. Records that may be requested [Section 51(1)(e)]

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.

FINANCE AND ADMINISTRATION

1. HUMAN RESOURCES
 - Policies on staff recruitment and other staff related policies
 - Policies on affirmative procurement
 - Policies on AIDS & Life Threatening Diseases

- Employment contracts
- 2. PROCUREMENT
 - Procurement policies
- 3. FINANCIAL MANAGEMENT
 - Requests to be evaluated on case-by-case basis
- 4. COMPANY SECRETARIAL
 - Company Registrations
 - Company Documentation relating to Directors' appointments
 - Statutory Documentation
 - Company Register
- 5. CORPORATE SOCIAL INVESTMENTS
 - Details of Investment Made
- 6. CORPORATE ENVIRONMENTAL ISSUES
 - Details of Environmental Management

iii. The request procedures

- A requestor must use the prescribed form to make the request for access to information. The request must be made to the Information Officer. This request must be made to the address, fax number or electronic mail address as per Section 53(1)(a).
- 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. 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)].

Fees

A requester who seeks access to a record containing personal information about the 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 [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 Information Office has made a decision on the request, the requester will be notified in the required format.
- 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 prescribed hours to search and prepare the record for disclosure [s 54(6)].

5. Other information as may be prescribed [Section 51(1)(f)]

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

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

This manual is available for inspection at Tower Group (Pty) Ltd offices and copies are available on our website (www.towergroup.co.za) or alternatively copies are available at the SAHRC. In respect of hard copies, any transmission costs/postage will be for the account of the requester.

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:
 - a. For every photocopy of an A4-size page or part thereof R1.10
 - b. For every printed copy of an A4-size page of part thereof held on a computer or in electronic or machine-readable form R0.75
 - c. For a copy in a computer-readable form on –
 - i. Compact Disc R7.50
 - ii. USB Device R70.00
 - d. i. For a transcription of visual images, for an A4-size page or part thereof R40.00

- ii. For a copy of visual images R60.00
 - e.
 - i. For a transcription of an audio record, for an A4-size page or part thereof R20.00
 - ii. For a copy of an audio record R30.00
- 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:
 - a. For every photocopy of an A4-size page or part thereof R1.10
 - b. For every printed copy of an A4-size page of part thereof held on a computer or in electronic or machine-readable form R0.75
 - c. For a copy in a computer-readable form on –
 - i. Stiffy disc R7.50
 - ii. Compact disk R70.00
 - d.
 - i. For a transcription of visual images, for an A4- size page or part thereof R40.00
 - ii. For a copy of visual images R60.00
 - e.
 - i. For a transcription of an audio record, for an A4-size page or part thereof R20.00
 - ii. For a copy of an audio record R30.00
 - 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
- 5. 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.
 - c. The actual postage is payable when a copy of a record must be posted to a requester.

6. **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**

Company Information Officer: Peter Venter

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, including when made on behalf of another person or entity:

C. **Particulars of person / entity 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:
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Mark the appropriate box with an X.

NOTES:

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

1. If the record is in written or printed form:			
	Copy of record*		Inspection of record
2. If record consists of visual images (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.):			
	View 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 <i>(Audio Cassette)</i>		Transcription of soundtrack* <i>(Written or printed document)</i>
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* <i>(Stiffy or compact disc / USB stick)</i>
* 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 _____ 201__

**SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE**