

MANUAL IN TERMS OF SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT, NO. 2 OF 2002

OF THE COMPANY

Available on website and principal place of business

1. CONTACT DETAILS OF THE COMPANY:

1.1. The contact details of ThomasSA (Pty) Ltd are as follows:

Postal Address: 43 Ingersol Road , Menlyn

Street address: 43 Ingersol Road , Menlyn

Phone number: 012 111 0823

Email address: popi@thomas.co

2. GUIDE ON HOW TO USE ACT

2.1. In compliance with and according to the South African Human Rights Commission "Section 10 of PAIA requires the Commission to compile and publish an easy to understand guide to assist in accessing records and documents and exercising one's right to information. The guide is sometimes referred to as the 'Section 10 Guide'. It provides you with all the information you need to access any records. It also lists the contact details of government departments and institutions that keep records for the State, as well as the contact details of various private companies. The Commission is also required to update this guide at least once every two years."¹

2.2. The Guide on How to Use the Promotion of Access to Information Act 2 of 2002 can be accessed on the South African Human Rights Commission's website: www.sahrc.org.za

3. AUTOMATICALLY AVAILABLE INFORMATION

3.1. The Company has not published a voluntary disclosure in terms of Section 52(2) of the Act.

3.2. The following information is automatically available on the Company's website and need not be requested:

3.2.1. The contact details and information on what the Company does.

3.2.2. Career Vacancies.

3.2.3. Global Coverage.

3.2.4. Solutions offered.

3.2.5. Thomas Hub T&Cs.

3.2.6. Ambassador Programme T&Cs.

3.2.7. Privacy Notices ,policies and guidelines

3.2.8. Website terms of use.

3.2.9. Cookie notice.

¹ (South African Human Rights Commission, 2014)

- 3.2.10. Blogs.
- 3.2.11. Case studies.
- 3.2.12. Guides.
- 3.2.13. News.
- 3.2.14. Webinars.
- 3.2.15. Whitepapers.
- 3.2.16. Security and compliance.
- 3.2.17. Data protection documents

4. RECORDS AVAILABLE IN ACCORDANCE WITH OTHER LEGISLATION

4.1. The following are descriptions of the records of the bodies held by The Company in accordance with any other legislation:

4.1.1. Basic conditions of Employment Act 75 of 1997 and Labour Relations Act 66 of 1995 ("BCEA"):

- 4.1.1.1. Employment Contracts.
- 4.1.1.2. Employee Information including name, occupation, wage and attendance register, remuneration paid and time worked.
- 4.1.1.3. Disciplinary records.
- 4.1.1.4. Employee's job description.
- 4.1.1.5. The date on which employment commenced.
- 4.1.1.6. The hours of work.
- 4.1.1.7. Remuneration particulars.
- 4.1.1.8. Leave provisions.
- 4.1.1.9. Notice period.

4.1.2. Labour Relations Act:

- 4.1.2.1. Unless a collective agreement, arbitration award or determination made in terms of the BCEA provides otherwise, when an employer on whom a collective agreement, arbitration award or determination is binding then such copy of that agreement, award or determination.
- 4.1.2.2. Details of any strike, lock-out or protest action involving the employees of the employer.

4.1.3. Companies Act 61 of 1973:

- 4.1.3.1. Company Registration Documents.
- 4.1.3.2. Memorandum of Incorporation.

- 4.1.3.3. Financial Statements.
- 4.1.3.4. Resolutions.
- 4.1.3.5. Proxies.
- 4.1.3.6. Agendas.
- 4.1.3.7. Share records.
- 4.1.4. Income Tax Act 95 of 1967:
 - 4.1.4.1. Records of employee's income tax deductions and calculations.
- 4.1.5. Unemployment Insurance Contributions Act 63 of 2001:
 - 4.1.5.1. Records of employee's unemployment Insurance claims and history where relevant.
- 4.1.6. Value Added Tax Act 89 of 1991:
 - 4.1.6.1. Records of Value Added Tax claims and reports.
- 4.1.7. Deeds Registry Act 47 of 1937
 - 4.1.7.1. Title Deeds.
 - 4.1.7.2. Lease Agreements.
 - 4.1.7.3. Rental Agreements.
 - 4.1.7.4. Hire Purchase Agreements.
 - 4.1.7.5. Credit Agreements.
- 4.1.8. Broad Based Black Economic Empowerment Act, No 53 of 2003:
 - 4.1.8.1. B-BBEE Scorecards.
 - 4.1.8.2. Employee lists.
 - 4.1.8.3. B-BBEE Certificates.
- 4.1.9. Health Professions Act 56 of 1974
 - 4.1.9.1. Registration records of health practitioners.
 - 4.1.9.2. Training Certificates of health practitioners.
 - 4.1.9.3. Documents supporting registration of health practitioners.

5. REQUEST FOR ACCESS TO INFORMATION

- 5.1. A request for information held by the Company is to be made and submitted to the information officer at the Company's address or e-mail address on the form annexed hereto as "**Annexure F**".
- 5.2. For purposes of facilitating a request for access to information, a description and category of the records available by the Company are held in paragraph 4 above.

5.3. The form will be processed, and an outcome will be notified to the requester within 30 days after the request has been received.

5.4. Should the request be approved, the Company will notify the requester of the following:

5.4.1. The outcome of the request.

5.4.2. The access fee required to be paid by the requester for the information requested.

5.4.3. The format in which the information will be provided by the Company should the requester not require a specific format.

5.5. Should the Company refuse the request for access to the information as requested by the requester, the Company will notify the requester of the following:

5.5.1. Reasons for the refusal.

5.5.2. The requester's right to lodge an application with a competent court against the refusal of the request, and the procedure for lodging such application.

5.6. Process

5.6.1. Should a notice of request be made on behalf of another person:

5.6.1.1. The Company requires a request fee of R50.00 before further processing of the request.

5.6.1.2. If the preparation of the record for disclosure, would in the opinion of the head of the Company require more than the hours prescribed the head will, by notice, require the requester, to pay as a deposit no more than one third of the access fee which would be payable if the request is granted.

6. **FEES**

Item	Description	Amount
1.	Copy per A4 page	R1.10
2.	Printing per A4 page	R0.75
4.	Transcription of visual images per A4 page	R40.00
5.	Copy of visual image	R60.00
6.	Transcription of audio recording per A4 page	R20.00
7.	Copy of audio recording	R30.00
8.	Search and preparation of the record for disclosure	R30.00 per hour or part thereof, excluding the first hour reasonably

		required for the search and preparation
9.	Access fee	R50.00

7. RECORDS NOT FOUND OR THAT DO NOT EXIST

- 7.1. The Company will take all reasonable steps in finding a record requested.
- 7.2. Should the record not be found or does not exist, despite steps taken to find the record or determine its existence, this will be notified to the requester and such notice will be deemed to be a decision to refuse access to information.
- 7.3. Should a notice in terms of paragraph 7.3 be issued to a requester and it is subsequently found, the requester will be granted access thereto unless such access was refused as a part of the outcome of an application for access to information in terms of paragraph 5. above.
- 7.4. Process:
- 7.5. Should the Company not find the record/s as requested for reason of the record not being found (although being in the possession of the Company), or does not exist, the head of the Company will by affidavit or affirmation notify the requester that it is not possible to give access to the record.
- 7.6. The affidavit or affirmation will give full account of all steps taken to find the relevant record or to determine whether the record exists. Such affidavit will include all communication with every person who conducted the search on behalf of the head.

8. EXTENSION OF PERIOD

- 8.1. The head of the Company may extend the period of thirty (30) days referred to in paragraph 5 once for a further period of not more than thirty (30) days, if—
- 8.1.1. the request is for a large number of records or requires a search through a large number of records and compliance with the original period would unreasonably interfere with the activities of the Company;
- 8.1.2. the request requires a search for records in, or collection thereof from, an office of the Company not situated in the same town or city as the office of the head that cannot reasonably be completed within the original period;
- 8.1.3. consultation among divisions of the Company or with another private body is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
- 8.1.4. more than one of the circumstances contemplated exist in respect of the request making compliance with the original period not reasonably possible; or the requester consents

in writing to such extension.²

9. Procedure:

- 9.1. If a period is extended, the head of the Company will, as soon as reasonably possible, but in any event within thirty (30) days, after the request is received, notify the requester of that extension, the period of the extension and the reasons for the extension.
- 9.2. The notice must state:
 - 9.2.1. the period of the extension.
 - 9.2.2. adequate reasons for the extension, including the provisions of this Act relied upon.
 - 9.2.3. that the requester may lodge an application with a court against the extension, and the procedure (including the period) for lodging the application.

² (Promotion of Access to Information Act 2 of 2002, South Africa)

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:

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2. Reference number, if available:

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3. Any further particulars of record:

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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:

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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 below, state your disability and indicate in which form the record is required.

Disability: <input style="width: 90%;" type="text"/>	Form in which record is required: <input style="width: 90%;" type="text"/>
Mark the appropriate box with an X.	
NOTES: (a) Compliance with your request for access 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 <input type="checkbox"/>	NO <input type="checkbox"/>
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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:

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?

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Signed at this day of year

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SIGNATURE OF REQUESTER /
PERSON ON WHOSE BEHALF REQUEST IS MADE