

INFORMATION MANUAL

ATLANTIC FORWARDING (SA) (PTY) LTD.

PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

(“The Act”)

**MANUAL IN TERMS OF SECTION 51 OF THE ACT
ATLANTIC FORWARDING (SA) (PROPRIETARY) LIMITED
REG: 1994/008360/07**

INTRODUCTION

Atlantic Forwarding (SA) (Pty) Ltd is a company that provides customs clearance and international forwarding services to South African importers and exporters. Our mission is:
To achieve true win/win relationships with our Stakeholders:

Our **Customers** will benefit from:

- Innovative, personalised freight solutions
- Goal orientated quality programmes
- Transparent, market driven rates
- Time definite delivery
- Complete problem resolution
- Sound business ethics

Our **Suppliers** will see us as key customers as we:

- Foster close, mutually rewarding relationships
- Honour our contractual commitments

Our **Staff** will be motivated and committed through:

- Respect for our integrity of leadership
- Recognition for them as individuals
- Reward for their results
- Empowerment of the achievers

Our **Shareholders** will be committed investors through:

- The achievement of targeted investment returns
- Sound corporate governance

PARTICULARS IN TERMS OF SECTION 51 OF THE ACT

The reference, in this Manual, to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

1. Contact details ----- [Section 51(1)(a)]

Name of private body:	Atlantic Forwarding (SA) (Proprietary) Limited
Designated information officer:	Lisa Fairbrother
E-Mail address of information officer:	lisa@atlanticforwarding.co.za
Postal address:	P.O. Box 15697 Vlaeberg 8018
Street address:	Unit 3 Gateway Park

Munich St.
Airport Industria 2
Western Cape

Website address: www.atlanticforwarding.co.za
Phone number: 021 – 3803999
Facsimile number: 021 – 3861205

2. The guide as described in section 10 of the Act ----- [Section 51(1)(b)]

This guide on how to exercise your rights in terms of the Act can be obtained from the South African Human Rights Commission. Direct any queries to them at:

PAIA Unit: **Research and Documentation Department**
Postal address: **Private Bag 2700
Houghton
2041**
Telephone: **011 – 484 8300**
Facsimile: **011 – 484 0582**
Website: **www.sahrc.org.za**
E-Mail: **paia@sahrc.org.za**

3. Categories of records of Atlantic Forwarding (SA) (Pty) Ltd which are available without a person having to request access in terms of the Act ----- [Section 51(1)(c)]

Atlantic Forwarding (SA) (Pty) Ltd is not obliged to publish a notice in terms of Section 52(2) of the Act and to date has not elected to do so. Nevertheless Atlantic Forwarding (SA) (Pty) Ltd does make certain information freely available to the public in various presentations, business cards, brochures, publications and on specific request.

4. Records available in terms of other legislation ----- [Section 51(1)(d)]

Information may be available at certain times in terms of the following legislation to the persons or entities specified in such legislation:

Basic Conditions of Employment Act 75 of 1997
Companies Act 61 of 1973
Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
Customs and Excise Act of 1964 as amended
Employment Equity Act 55 of 1998
Income Tax Act 58 of 1962
Insolvency Act 24 of 1936
Labour Relations Act 66 of 1995
Occupational Health and Safety Act 85 of 1993
Pension Funds Act of 1956
National Road Traffic Act 93 of 1996
Skills Development Act 97 of 1998
Skills Development Levies Act 9 of 1999
Stamp Duties Act 77 of 1968
Unemployment Contributions Act 4 of 2002
Unemployment Insurance Act 30 of 1966
Value Added Tax Act 89 of 1991

5. How to request a record, a description of the subjects on which we hold records and the categories of records held on each subject ----- [Section 51(1)(e)]

5.1 How to request a record

Requests for access to records held by Atlantic Forwarding (SA) (Pty) Ltd must be made on the request forms that are available from the South African Human Rights Council website (www.sahrc.org.za) or the Department of Justice and Constitutional Development website (www.doj.gov.za) (under “regulations”). For the convenience of requestors a copy of this form is attached as annexure 1 of this manual and is also available at our offices.

Requests for access to records must be made to our information officer at the address, facsimile number or electronic mail address provided. 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.

It is vital that the requester identifies **the right that he or she is seeking to exercise or protect** and **provides 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 our information officer. If a requestor does not use the standard form the request may be rejected for lack of procedural compliance, refused if sufficient information is not provided or delayed.

Note that requestors are required to pay the prescribed fees. The list of prescribed fees in respect of requests, and in respect of access to records, if the request is granted, is attached as annexure 2. If the request is granted a further access fee must be paid for the reproduction, search, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

Kindly note that all requests to Atlantic Forwarding (SA) (Pty) Ltd will be evaluated and considered in accordance with the Act. Publication of this manual and describing the categories and subject matter of information held by Atlantic Forwarding (SA) (Pty) Ltd does not give rise to any rights to access such information or records, except in terms of the Act.

5.2 Subjects and categories of records held by Atlantic Forwarding (SA) (Pty) Ltd

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. In particular, there may be applicable grounds of refusal of such a request, as set out in the Act. Please note further that many of the records held by us are those of third parties, such as clients and employees, and we take the protection of third party confidential information very seriously. In particular, where we act as professional advisors to clients, many of the records held are confidential and others are the property of the client and not of Atlantic Forwarding (SA) (Pty) Ltd. Requests for access to these records will be considered very carefully. **Please ensure that requests for such records are carefully motivated.**

5.2.1: Internal records

The following are records pertaining to Atlantic Forwarding (SA) (Pty) Ltd’s own affairs:

- Memorandum and Articles of Association
- Financial records
- Operational records
- Intellectual property
- Marketing records
- Internal correspondence
- Service records
- Statutory records
- Internal policies and procedures

- Minutes of meetings
- Charters, codes of conduct and policies (both internal and external) to which Atlantic Forwarding (SA) (Pty) Ltd and its personnel subscribe
- Records held by officials of Atlantic Forwarding (SA) (Pty) Ltd

5.2.2: Personnel records

For the purposes of this section, “personnel” means any person who works for or provides services to or on behalf of Atlantic Forwarding (SA) (Pty) Ltd and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of Atlantic Forwarding (SA) (Pty) Ltd. This includes, without limitation, partners, directors, permanent, temporary and part-time staff as well as consultants and contract workers.

Personnel records include the following:

- Personal records provided to us by our personnel
- Records a third party has provided to us about any of their personnel
- Conditions of employment and other personnel-related contractual and quasi-legal records
- Employment policies and procedures
- Internal evaluation and disciplinary records
- Other internal records and correspondence

5.2.3: Client-related records

Client-related information includes the following:

- Contracts with the client and between the client and other persons
- Any records a client has provided to Atlantic Forwarding (SA) (Pty) Ltd or a third party acting for or on behalf of Atlantic Forwarding (SA) (Pty) Ltd (including financial, legal, tax, operational, employee and similar records)
- Working papers and notes
- Any research conducted by Atlantic Forwarding (SA) (Pty) Ltd in respect of its clients or research derived by Atlantic Forwarding (SA) (Pty) Ltd from its clients and their activities
- Records, reports, designs and the like generated Atlantic Forwarding (SA) (Pty) Ltd for its clients
- Any records a third party has provided to Atlantic Forwarding (SA) (Pty) Ltd, which concerns a client
- Records generated by or within Atlantic Forwarding (SA) (Pty) Ltd pertaining to the client, including transactional records

5.2.4: Other Parties

Records are kept in respect of other parties, including without limitation joint ventures and consortia to which Atlantic Forwarding (SA) (Pty) Ltd is a party, contractors and sub-contractors, suppliers, service providers, and providers of information regarding general market conditions. In addition, such other parties may possess records which can be said to belong to Atlantic Forwarding (SA) (Pty) Ltd. The following records fall into this category:

- Personnel, client, or Atlantic Forwarding (SA) (Pty) Ltd records which are held by another party as opposed to being held by Atlantic Forwarding (SA) (Pty) Ltd Records held by Atlantic Forwarding (SA) (Pty) Ltd 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 or suppliers

5.2.5: Other Records

We hold further records, including:

- Information relating to Atlantic Forwarding (SA) (Pty) Ltd own commercial activities
- Procurement and administration for Atlantic Forwarding (SA) (Pty) Ltd
- Research information belonging to Atlantic Forwarding (SA) (Pty) Ltd or carried out on behalf of a third party

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

No such information has been prescribed.

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

This manual is available from the South African Human Rights Commission and from Atlantic Forwarding (SA) (Pty) Ltd.

ANNEXURE 1

FORM C (of Regulation 10)

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 Managing Director: "Atlantic Forwarding (SA) (Pty) Ltd"

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 :
Surname :
Identity number :
Postal address :
Facsimile number :
Telephone number :
E-Mail address :
Capacity in which request is made :
(If 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 :
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) *Submit information 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 of record required:	
<p>Mark the appropriate box with an X</p> <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 to the record, if any, will be determined partly by the form in which access is requested</p>			
1. If 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"/>	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"/>	copy in computer readable form*
* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage will be payable			<input type="checkbox"/> YES <input type="checkbox"/> NO

G. Particulars of right to be exercised or protected

Submit information 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**

ANNEXURE 2

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	
(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	