



SOUTH AFRICAN AIRWAYS

MANUAL OF SOUTH AFRICAN AIRWAYS SOC LIMITED ("SAA")

(AN AIRLINE)

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF
ACCESS TO INFORMATION ACT NO.2 OF 2000**

(PRIVATE BODY)

TABLE OF CONTENTS

1	INTRODUCTION	2
2	COMPANY OVERVIEW	2
3	SCOPE OF THE MANUAL.....	3
4	ADMINISTRATION OF THE ACT.....	3
5	PROCEDURE FOR ACCESS TO INFORMATION REQUESTS.....	3
6	NOTES ON THE REQUEST PROCEDURES	5
7	FACTORS TO BE TAKEN INTO CONSIDERATION WHEN REQUESTING ACCESS TO RECORDS HELD BY SAA	5
8	GUIDE FOR REQUESTERS ON HOW TO USE THE ACT	6
9	CATEGORIES OF RECORDS	7
10	AVAILABILITY OF THE MANUAL.....	11
11	PRESCRIBED FEES.....	11
12	APPLICATION TO COURT	12

1 INTRODUCTION

- 1.1 This Manual, together with the prescribed forms and fees relating to request for information has been prepared and published by South African Airways SOC Limited (SAA) in accordance with the requirements of section 51 of the Promotion of Access to Information Act 2 of 2000. Its purpose is to facilitate access to records held by SAA to meet the objectives of the act. Requesters may print the forms on line to request the information.

Payment for these records should be made to SAA before a request for access can be fulfilled.

- 1.2 Pursuant to the provisions of Section 32 of the Constitution of the Republic of South Africa, 1996, the Promotion of Access to Information Act, of 2000 ("the Act") was promulgated in order to foster a culture of transparency and accountability in public and private bodies, by giving effect to the right of access to information, and actively promote a society in which the people of South Africa have effective access to enable them to more fully exercise and protect all of the rights as enshrined in the Constitution.
- 1.3 The Act establishes voluntary and mandatory mechanisms or procedures to give effect to the constitutional right to information in a manner which enables persons to obtain records of both public and private bodies as swiftly, inexpensively and effortlessly, as reasonably possible and generally to promote transparency, accountability and effective governance of all public and private bodies by, including, but not limited to, empowering and educating everyone:
- 1.3.1 to understand their rights in terms of the Act, in order to exercise their rights in relation to public and private bodies;
 - 1.3.2 to understand the functions and operation of public bodies; and
 - 1.3.3 to effectively scrutinise, and participate in decision-making by public bodies that affect their rights.
- 1.4 One of the main requirements specified in the Act is the compilation of a manual that provides information on both the types and categories of records held by public and private bodies.
- 1.5 This document serves as the SAA Manual in terms of the Act, and provides a reference as to the records held, and the process that needs to be followed to request access to such records.
- 1.6 Should you have any difficulty in using this guide, do not hesitate to contact the relevant Information Officer, described in paragraph 4 hereunder.

2 COMPANY OVERVIEW

SAA is a state-owned company incorporated in terms of the Companies Act 71 of 2008. It is owned by the Government of the Republic of South Africa as represented by the Minister of Finance. The business of the Company is to engage in passenger

airline and cargo transport services; air charter services; and other related services. Its subsidiaries are SAA Technical SOC Limited, Air Chefs SOC Limited, SAA City Centre SOC Limited and Mango SOC Limited.

3 SCOPE OF THE MANUAL

The scope of this manual covers SAA and its subsidiaries.

4 ADMINISTRATION OF THE ACT

4.1 The Group Chief Executive Officer (Group CEO) of SAA is the Information Officer of the entity and has duly authorised the Company Secretary mentioned below to ensure that the requirements of the Act are administered in a fair, objective and unbiased manner:

4.1.1 **Information Officer** : Chief Executive Officer
Postal Address : Private Bag X 13, OR Tambo International Airport, Kempton Park, 1627
Street Address : 1 Jones Road, OR Tambo International Airport, Kempton Park, 1620
Business Phone : 011 978 6068/6329
Email Address: : ceo@flysaa.com
Website : www.flysaa.com

4.1.2 **Deputy Information Officer** : Ruth Kibuuka
Postal Address : Private Bag X 13, OR Tambo International Airport, Kempton Park, 1627
Street Address : 1 Jones Road, OR Tambo International Airport, Kempton Park, 1620
Business Phone : 011 978 2763/6553
Email Address : ruthkibuuka@flysaa.com
companysecretary@flysaa.com

5 PROCEDURE FOR ACCESS TO INFORMATION REQUESTS

5.1 Request for information can either be done online or alternatively:

5.1.1 print the formal request form, attached hereto as "Annexure 1" (Form C), also available on the webpage and/or at SAA's office at the address mentioned in paragraph 4 above;

5.1.2 fill in all fields in the request form or rewrite the details in an e-mail;

- 5.1.3 send your request through to the address of the Information Officer referred to above.
- 5.2 SAA will acknowledge receipt of a request, in writing, within fourteen (14) days of receipt thereof, and advise within 30 (thirty) days as to whether your information is accessible and how and where you may collect it. Should a requester not receive an acknowledgement of receipt in writing within fourteen (14) days, the requester should kindly contact the Information Officer to ensure that the request has been received.
- 5.3 The 30 (thirty) days period referred to in 5.2 above ("the original period") within which SAA will make a decision on your request, may be extended once for a further period of not more than 30 days, if:
 - 5.3.1 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 activities of SAA;
 - 5.3.2 the request requires a search for records in, or collection thereof from, an office of SAA not situated at the address mentioned in 4 above, that cannot reasonably be completed within the original period;
 - 5.3.3 consultation among divisions of SAA or another entity is necessary or desirable to decide upon the request that cannot reasonably be completed within the original period;
 - 5.3.4 more than one of the circumstances contemplated in 5.3.1 to 5.3.3 exist in respect of the request making compliance with the original period not reasonably possible; or
 - 5.3.5 you, as the requester consents in writing to the extension.
- 5.4 Should SAA extend the original period referred to in 5.2, SAA shall as soon as reasonably possible, but in any event within 30 days after the request is received, notify you of the extension, the reasons for the extension and the period of the extension.
- 5.5 You will be required to pay a deposit to SAA prescribed by the Act and specified in paragraph 11, before the record that you have requested is made available to you. Only after having paid the deposit will SAA begin searching for the required information.
- 5.6 On receipt of the prescribed fee, SAA may reveal the record to you in the format that you have requested on submission of the request form, or in the format that the record exists in, if the requested format is not available.

6 NOTES ON THE REQUEST PROCEDURES

- 6.1 Kindly note that it will assist us, in fulfilling your request, if you comply with the procedures set out herein. You are therefore encouraged to use the request form attached hereto as “Annexure 1”. Please do not hesitate to contact us through the Information Officer at the abovementioned address, telephone number, fax and/or email address (see paragraph 4). Please also ensure that you indicate your capacity or designation within your organisation (where applicable), to assist us in processing your request.
- 6.2 If you are requesting new information on behalf of another individual, please indicate the capacity in which you are related to the individual or organisation, so that we do not deny access to you on the basis that the information is confidential to that party. Please ensure that you mention the format of the record that you have requested when making your request, so that we can be of maximum assistance to you. If you have a disability or if you are unable to read or write, please contact our Information Officer who will assist you in completing your request, as well as sending on to you a written copy of the request.
- 6.3 Each section of the form contains instructions that should be followed to improve the likelihood of the request being granted. The requester must take the following important notes into consideration when completing the request form:
- 6.3.1 where a request is made for records relating to an organisation, it is recommended that the organisation's public officer and/or duly authorised person, make or authorise the request. If the request is made on behalf of another person, a copy of the mandate authorising the requester to act on behalf of that person must be submitted with the duly completed form; and
- 6.3.2 the request should provide as detailed as possible, a description of the records requested, to enable the Information Officer to identify them.

7 FACTORS TO BE TAKEN INTO CONSIDERATION WHEN REQUESTING ACCESS TO RECORDS HELD BY SAA

- 7.1 The following factors must be taken into consideration before submitting a request:
- 7.1.1 in terms of section 7(1), a record does not fall within the ambit of the Act if:
- 7.1.1.1 that record is requested for purposes of criminal or civil proceedings;
- 7.1.1.2 the record is so requested after the commencement of such criminal or civil proceedings, as the case may be; and
- 7.1.1.3 the production of or access to that record for the purpose referred to in 9.1.1 above is provided for in any other law.

- 7.1.2 Access to a record requested will be given if:
 - 7.1.2.1 the request is properly made on the prescribed form;
 - 7.1.2.2 proof of authority to act on behalf of another is provided, in cases where the request is made as such;
 - 7.1.2.3 the record requested is sufficiently described to enable SAA to identify it;
 - 7.1.2.4 the required fees have been paid; and
 - 7.1.2.5 access to the record is not refused on one or more of the grounds of refusal stipulated in the Act.
- 7.1.3 The grounds for refusal as set out in the Act, are categorised as follows:
 - 7.1.3.1 mandatory protection of privacy of a third party who is a natural person;
 - 7.1.3.2 mandatory protection of commercial information of a third party;
 - 7.1.3.3 mandatory protection of certain confidential information of a third party;
 - 7.1.3.4 mandatory protection of safety of individuals and protection of property;
 - 7.1.3.5 mandatory protection of records privileged from production in legal proceedings;
 - 7.1.3.6 commercial information of SAA and its subsidiaries; and
 - 7.1.3.7 mandatory protection of research information of third party and protection of research information of SAA and its subsidiaries.

8 GUIDE FOR REQUESTERS ON HOW TO USE THE ACT

8.1 The South African Human Rights Commission ("SAHRC") is responsible for compiling a guide that will facilitate ease of use of the Act by requesters. This guide will be available from the SAHRC. 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
Phone	: +27 (11) 484-8300
Fax	: +27 (11) 484-0582
E-mail	: PAIA@sahrc.org.za
Website	: www.sahrc.org.za

9 CATEGORIES OF RECORDS

9.1		RECORDS THAT ARE AUTOMATICALLY AVAILABLE
	9.1.1	Information regarding SAA is accessible on the SAA website (www.flysaa.com) without request.
9.2		RECORDS WHICH MAY BE MADE AVAILABLE ON REQUEST
	9.2.1	STATUTORY RECORDS
		9.2.1.1 Company Statutes 9.2.1.2 Share Registers and other statutory registers 9.2.1.3 Records of internal resolutions 9.2.1.4 Records relating to the appointment of directors/ auditors/ company secretary and other officers
	9.2.2	INTELLECTUAL PROPERTY RECORDS
		9.2.2.1 Licenses and licensing agreements
	9.2.3	TAX RECORDS
		9.2.3.1 Tax Returns 9.2.3.2 PAYE Records 9.2.3.3 Records of payments made to SARS on behalf of employees 9.2.3.4 All other records pertaining to VAT, STC, PAYE, Capital Gains and any other documents required in terms of statute
	9.2.4	FINANCIAL RECORDS
		9.2.4.1 Annual Financial Statements 9.2.4.2 Asset Registers 9.2.4.3 Management Accounts 9.2.4.4 Title deeds 9.2.4.5 Leases
	9.2.5	MARKETING AND COMMUNICATION RECORDS
		9.2.5.1 Brochures, leaflets and advertising materials 9.2.5.2 Videos 9.2.5.3 Description of products and services 9.2.5.4 Records of Media releases 9.2.5.5 Copies of internal publications 9.2.5.6 Audio and video cassettes
	9.2.6	HUMAN RESOURCES RECORDS
		9.2.6.1 Policies, manuals and procedures 9.2.6.2 Forms and applications 9.2.6.3 Standard letters and Notices 9.2.6.4 Collective agreements

		<p>9.2.6.5 Benefits arrangements rules and records</p> <p>9.2.6.6 Returns to Unemployment Insurance Fund</p> <p>9.2.6.7 Training schedules and materials</p> <p>9.2.6.8 Occupational Safety and Health records</p> <p>9.2.6.9 Employee Relations</p> <p>9.2.6.10 Employment Equity Plan</p> <p>9.2.6.11 Medical Aid records</p> <p>9.2.6.12 Pension Fund records</p> <p>9.2.6.13 Disciplinary proceedings records</p> <p>9.2.6.14 Remuneration and benefits records</p> <p>9.2.6.15 SETA records</p> <p>9.2.6.16 Disciplinary code</p> <p>9.2.6.17 Leave records</p> <p>9.2.6.18 Training records</p> <p>9.2.6.19 Training Manuals</p> <p>9.2.6.20 Recruitment and selection records</p>
	9.2.7	PROCUREMENT RECORDS
		<p>9.2.7.1 Policies and procedures</p> <p>9.2.7.2 Tender invitation and process records</p> <p>9.2.7.3 Documents relating to acquisition of goods and services</p> <p>9.2.7.4 Supplier agreements and service level agreements</p>
	9.2.8	CARGO RECORDS
		<p>9.2.8.1 General conditions of carriage of cargo</p> <p>9.2.8.2 Airways bills</p> <p>9.2.8.3 Identification labels for cargo contents</p> <p>9.2.8.4 Destination labels</p> <p>9.2.8.5 Account statements</p> <p>9.2.8.6 Invoices</p> <p>9.2.8.7 Credit notes</p> <p>9.2.8.8 Rate cards</p>
	9.2.9	INFORMATION TECHNOLOGY RECORDS
		<p>9.2.9.1 Policy documentation</p> <p>9.2.9.2 Systems documentation and manuals</p> <p>9.2.9.3 Project, disaster recovery and implementation plans</p>
	9.2.10	OPERATIONS RECORDS
		<p>9.2.10.1 Permits, licenses, consents, approvals, authorisations, applications and registrations</p>

		<p>9.2.10.2 Policies and procedures</p> <p>9.2.10.3 Reports and supporting documents</p> <p>9.2.10.4 Contractor, client and supplier agreements and information</p> <p>9.2.10.5 Safety and quality standards and procedures</p> <p>9.2.10.6 Security documents</p> <p>9.2.10.7 Training manuals and approvals</p> <p>9.2.10.8 Operating manuals</p> <p>9.2.10.9 Customer database</p>
	9.2.11	AGREEMENTS
		<p>9.2.11.1 SAA and business partners</p> <p>9.2.11.2 SAA and agents</p> <p>9.2.11.3 SAA and suppliers</p> <p>9.2.11.4 SAA and customers</p> <p>9.2.11.5 Acquisition and disposal of assets</p> <p>9.2.11.6 SAA and service providers</p>
	9.2.12	STRATEGY RECORDS
		<p>9.2.12.1 Mission statements</p> <p>9.2.12.2 Policy statements and circulars</p>
	9.2.13	RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION
		Where applicable to our operations information is also available in terms of the following statutes:
		<p>Air Services Licencing Act of 115 of 1990</p> <p>Air Services Regulations 1991</p> <p>Airports Company (ACSA) Regulations</p> <p>Basic Condition of Employment Act 75 of 1997</p> <p>Broad Based Black Economic Empowerment Act 53 of 2003</p> <p>Companies Act 71 of 2008 and Regulations</p> <p>Accreditation for Conformity Assessments, Calibration and Good Laboratory Act 19 of 2006</p> <p>Civil Aviation Act 13 of 2009 and Regulations 1997</p> <p>Civil Aviation Offences Act 10 of 1972</p> <p>Carriage by Air Act 17 of 1946</p> <p>Code of Practice on Employment of People with Disability Act</p> <p>Competition Act 89 of 1998</p> <p>Compensation for Occupational Injuries and Diseases Act 130 of 1993</p> <p>Consumer Protection Act of 68 of 2008</p> <p>Customs and Excise Act 91 Of 1964</p>

	<p>Constitution of the Republic of SA 108 of 1996</p> <p>Disaster Management Act 58 of 2002</p> <p>Electronic Communication and Transaction Act 25 of 2002</p> <p>Employment Equity Act 55 of 1998</p> <p>Environmental Conservation Act / 1989</p> <p>Financial Intelligence Centre Act (FICA)</p> <p>Foodstuff and Cosmetics and Disinfectant Act of 54 of 1972</p> <p>Health Act 63 of 1977</p> <p>Health Professional Act 54 of 1974</p> <p>Hazardous Substance Act 15 of 1973</p> <p>Immigration Act 13 of 2000 and Regulations</p> <p>Income Tax Act 58 of 1962</p> <p>International Services Act 60 of 1993 and Regulations</p> <p>International Air Services Transit Agreement (2(a) Act 10 of 1966)</p> <p>International Health Regulations of 2005</p> <p>International Standards for Professional Practice of Internal Auditing</p> <p>Labour Relations Act 66 of 1995</p> <p>Liquor Act 59 of 2003</p> <p>Medical Aid Act</p> <p>Medicine and Related Substance Control Act</p> <p>National Electricity Regulation Act 4 of 2006</p> <p>National Environment Management Act (NEMA) Act 107 of 1998</p> <p>National Environment Management :Waste Management Act 59 of 2008</p> <p>National Environment Management Air: Quality Act 39 of 2004</p> <p>National Energy Act 34 of 2008</p> <p>National Key Point Act 102 of 1980</p> <p>National Qualification Framework Act 67 of 2008</p> <p>Perishable Products Export Control Act 9 of 1983</p> <p>Public Finance Management Act 1 of 1999</p> <p>Preferential Procurement Policy Framework Act 5 Of 2000 and Regulations of 2011</p> <p>Prevention and Combating of Corrupt Activities Act 1 of 2004</p> <p>Promotion of Access to Information Act 2 of 2000 (PAIA)</p> <p>Promotion of Administrative Justice Act 3 of 2000</p> <p>Promotion of Equality and Prevention of Unfair Discrimination Act 4 of 2000</p> <p>Protection of Personal Information Act 4 of 2013</p> <p>Regulation of Interception of Communication and Provision of</p>
--	---

	<p>Communication Act 70 of 2002</p> <p>Skills Development Act 97 of 1998</p> <p>Skills Development Levies Act 9 of 1999</p> <p>South African Passport and Travel Documents Act of 1994</p> <p>SA Firearms control Act of 2000 and Regulations 2004</p> <p>Tax Administration Act 28 of 2011</p> <p>Treasury Regulations</p> <p>Unemployment Insurance Fund Act 63 of 2001</p> <p>Value Added Tax Act 89 of 1991</p>
--	---

10 AVAILABILITY OF THE MANUAL

In accordance with paragraph 9 (1) of the Regulations to the Act, this manual will be available at the Human rights Commission and is published on the SAA website (www.flysaa.com).

11 PRESCRIBED FEES

- 11.1 The Act sets out two (2) types of fees, namely, a request fee and an access fee, that are required to be paid prior to SAA accessing the request for information.
- 11.2 A personal requester, that is the requester who requests access to a record containing personal information, is not required to pay the request fee. Any other requester will be required to pay such fee, as stipulated below.
- 11.3 Where the cost of collecting any fee in respect of the search and preparation of a record for disclosure, exceeds the amount charged, such fee does not apply.
- 11.4 The access fee in respect of the search, preparation and disclosure of records does not apply to the personal record of a requester.
- 11.5 A request fee of R50.00 (excluding VAT) is payable up front where a requestor submits a request for access to information other than for personal information relating to the requestor himself/ herself
- 11.6 The applicable fees (excluding VAT) which will be payable are:

RECORD	FEE
Copy per A4 Page	R1.10
Printing per A4 page	75 cents
Copy on a CD	R70
Transcription of visual images per A4 page	R40
Copy of a visual image	R60

Transcription of an audio recording per A4 page	R20
Copy of an audio recording	R30
Search and preparation of the record for disclosure	R30 per hour or part thereof, excluding the first hour, reasonably required for the search and preparation

12 APPLICATION TO COURT

- 12.1 A requester that is aggrieved by a decision of the Information Officer may by way of an application, within 30 days of the date of the decision, apply to a court for appropriate relief in terms of section 82 of the Act.
- 12.2 The court hearing the application may grant any order that is just and equitable, including order:
- 12.2.1.1 confirming, amending or setting aside the decision which is the subject of the application concerned;
 - 12.2.1.2 requiring from the Information Officer to take such action or to refrain from taking such action as the court considers necessary within a period mentioned in the order;
 - 12.2.1.3 granting an interdict, interim or specific relief, a declaratory order or compensation; or
 - 12.2.1.4 as to costs.

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 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.	
	Description of record or relevant part of the record:	
	1 Reference number, if available:	
	2 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: <input type="text"/> Form in which record is required: <input type="text"/>
	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 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:
	copy of record* <input type="checkbox"/> inspection of record <input type="checkbox"/>
	2. If record consists of visual images
	this includes photographs, slides, video recordings, computer-generated images, sketches, etc)
	view the images <input type="checkbox"/> copy of the images" <input type="checkbox"/> transcription of the images* <input type="checkbox"/>
	3. If record consists of recorded words or information which can be reproduced in sound:
	listen to the soundtrack <input type="checkbox"/> transcription of soundtrack* <input type="checkbox"/>
	audio cassette written or printed document
	4. If record is held on computer or in an electronic or machine-readable form:
	printed copy of <input type="checkbox"/> printed copy of information <input type="checkbox"/> copy in computer readable form* <input type="checkbox"/>
	record* derived from the record" (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"/>
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:

	<p>2. Explain why the record requested is required for the exercise or protection of the aforementioned right:</p>
	<p>H Notice of decision regarding request for access</p>
	<p>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.</p>
	<p>How would you prefer to be informed of the decision regarding your request for access to the record?</p>

Signed at _____ on this _____ day of _____ 20 ____

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