



**MANUAL
OF
SOUTH AFRICAN AIRWAYS (SOC) LIMITED ("SAA")
& ITS SUBSIDIARIES**

(PRIVATE BODY)

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

TABLE OF CONTENTS

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

1 INTRODUCTION

- 1.1 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.
- 1.2 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:
- 1.2.1 to understand their rights in terms of the Act, in order to exercise their rights in relation to public and private bodies;
 - 1.2.2 to understand the functions and operation of public bodies; and
 - 1.2.3 to effectively scrutinise, and participate in decision-making by public bodies that affect their rights.
- 1.3 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.
- 1.4 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.
- 1.5 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 Enterprise (SOE) incorporated duly in terms of the Companies Act (as amended), and is a wholly owned public entity of the Department of Public Enterprises, and is the national carrier responsible for the administration of the following Subsidiaries:

- SAA Technical (SOC) Limited (SAAT),
- Mango Airlines,
- Air Chefs (SOC) Limited, and
- SAA City Centre (SOC) Limited (Trading as SA Travel Centre – SATC).

3 SCOPE OF THE MANUAL

The scope of this manual covers only SAA, as its subsidiaries have prepared separate manuals in terms of the Act.

4 ADMINISTRATION OF THE ACT

4.1 The Group Chief Executive Officer (CEO) of SAA has duly authorised the contact person 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 : 01 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 : Koekie Mbeki
 Postal Address : Private Bag X 13, OR Tambo International Airport,
 Kempton Park, 1627
 Street Address : 01 Jones Road, OR Tambo International Airport,
 Kempton Park, 1620
 Business Phone : 011 978 5324/9940
 Email Address : KoekieMbeki@flysaa.com

5 REQUEST FOR INFORMATION

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

5.1.1 print the formal request form, attached hereto as "APPENDIX 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 In certain circumstances, you may be required to pay a deposit to SAA, 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) of the Act, a record-

7.1.1.1 requested for purposes of criminal or civil proceedings;

7.1.1.2 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 7.1.1.1 above, does not fall within the ambit of the Act.

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;

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
- 7.1.3.7 mandatory protection of research information of third party and protection of research information of SAA.

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 No notice in terms of section 52(2) of the Act, regarding the categories of records of SAA which are available without request, has to date been published.
- 9.1.2 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 COMPANY RECORDS

- 9.2.1.1 Memorandum of Incorporation
- 9.2.1.2 Articles of Association
- 9.2.1.3 Company Statutes;
- 9.2.1.4 Share Registers and other statutory registers;

- 9.2.1.5 Minutes of meetings
- 9.2.1.6 Records of Internal Resolutions
- 9.2.1.7 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 Reports and returns

- 9.2.5 MARKETING AND COMMUNICATION RECORDS
 - 9.2.5.1
 - 9.2.5.2 Brochures, leaflets and advertising materials
 - 9.2.5.3 Videos
 - 9.2.5.4 Description of products and services
 - 9.2.5.5 Records of Media releases
 - 9.2.5.6 Copies of Internal publications
 - 9.2.5.7 Audio and video cassettes

- 9.2.6 HUMAN RESOURCES RECORDS
 - 9.2.6.1 Policies and Procedures
 - 9.2.6.2 Personnel Files
 - 9.2.6.3 Agreements with employees
 - 9.2.6.4 Forms and Applications
 - 9.2.6.5 HR, IS manuals
 - 9.2.6.6 Standard letters and Notices

- 9.2.6.7 Collective Agreements
- 9.2.6.8 Benefits arrangements rules and records
- 9.2.6.9 Returns to Unemployment Insurance Fund
- 9.2.6.10 Training schedules and materials
- 9.2.6.11 Occupational Safety and Health records
- 9.2.6.12 Employment Equity Policy
- 9.2.6.13 HIV/AIDS policy
- 9.2.6.14 Employment contracts
- 9.2.6.15 Employment Equity Plan
- 9.2.6.16 Medical Aid records
- 9.2.6.17 Pension Fund records
- 9.2.6.18 Disciplinary proceedings records
- 9.2.6.19 Salary records
- 9.2.6.20 SETA records
- 9.2.6.21 Disciplinary code
- 9.2.6.22 Leave records
- 9.2.6.23 Training records
- 9.2.6.24 Training Manuals
- 9.2.6.25 Recruitment and selection records

9.2.7 PROCUREMENT RECORDS

- 9.2.7.1 Polices and Procedures
- 9.2.7.2 Records of minutes of the tender administration committees
- 9.2.7.3 Tender invitation and process records
- 9.2.7.4 Documents relating to acquisition of goods and services
- 9.2.7.5 Supplier agreements and Service level agreements

9.2.8 CARGO RECORDS

- 9.2.8.1 General Conditions of Carriage of Cargo
- 9.2.8.2 Airways bills
- 9.2.8.3 Identification labels for cargo contents
- 9.2.8.4 Destination labels
- 9.2.8.5 Account statements
- 9.2.8.6 Invoices
- 9.2.8.7 Credit notes
- 9.2.8.8 Rate cards

- 9.2.9 INFORMATION TECHNOLOGY RECORDS
 - 9.2.9.1 Policy documentation
 - 9.2.9.2 Systems documentation and manuals
 - 9.2.9.3 Project, disaster recovery and implementation plans

- 9.2.10 OPERATIONS RECORDS
 - 9.2.10.1 Permits, licenses, consents, approvals, authorisations, applications and registrations
 - 9.2.10.2 Policies and procedures
 - 9.2.10.3 Reports and supporting documents
 - 9.2.10.4 Contractor, client and supplier agreements and information
 - 9.2.10.5 Safety Standards and Procedures
 - 9.2.10.6 Security Documents
 - 9.2.10.7 Training manuals and approvals
 - 9.2.10.8 Operating manuals

- 9.2.11 AGREEMENTS
 - 9.2.11.1 SAA and business partners
 - 9.2.11.2 SAA and agents
 - 9.2.11.3 SAA and suppliers
 - 9.2.11.4 SAA and customers
 - 9.2.11.5 Acquisition and disposal of assets
 - 9.2.11.6 SAA and service providers

- 9.2.12 STRATEGY RECORDS
 - 9.2.12.1 Mission statements
 - 9.2.12.2 Business plans
 - 9.2.12.3 Minutes of strategy meetings
 - 9.2.12.4 Policy statements and circulars

- 9.2.13 ADMINISTRATION
 - 9.2.13.1 Intranet
 - 9.2.13.2 Correspondence with internal and external parties

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 in "Annexure 2" hereto.

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.

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 confirming, amending or setting aside the decision which is the subject of the application concerned;

12.2.2 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;

12.2.3 granting an interdict, interim or specific relief, a declaratory order or compensation;
or

12.2.4 as to costs.

**APPENDIX 1
PRESCRIBED FORM TO BE COMPLETED BY REQUESTER
FORM C – PRIVATE BODY**

To the Information Officer/Deputy Information Officer

REQUEST FOR ACCESS TO RECORDS OF SOUTH AFRICAN AIRWAYS

(Section 53(1) of the Promotion to Information Act, No 2 of 2000)

(Regulation 4)

Particulars of South African Airways

1. Particulars of the Person requesting access to record/s:

The particulars of the person who requests to access to the records must be provided in the space provided below.

Furnish an address and/or fax number within the Republic of South Africa to which information must be sent.

Proof of the capacity in which a person is making the request must be attached, if applicable.

Full name and surname : _____

Identity number : _____

Postal address : _____

Postal Code : _____

Telephone Number : _____

Fax Number : _____

Email address : _____

Capacity in which request is made, when made on behalf of another person

2. Particulars of person on whose behalf request is made:

This section must only be completed if a request for information is made on behalf of another person

Full name and surname : _____

Identity Number: _____

3. Particulars of Record/s required:

Provide full particulars of the record/s to which access is required, including the reference number if that is unknown to you, to enable the record to be located.

If the provided space is inadequate, please continue on a separate folio and attach it to this form. **ALL additional folios or other annexures must be signed here by the requester**

Description of the Record or relevant part of the record:

Reference number, if available:

Any further particulars of the record/s required:

4. Fees

A request for access to a record, other than a record containing personal information about the requester will be processed only after a **request fee** has been paid

You will be notified of the amount of the request fee.

The fee payable for access to records depends on the form in which the access is required and the reasonable

If you qualify for exemption of the amount payment of any fee, please state the reason therefore

Reason for exemption of payment fee/s:

5. Form of Access required

If you are prevented by 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

Disabilities:	Formation in which record is required:
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Mark the appropriate box with an “X”

Note:

Your indication as to the request form of access depends on the form in which the record is available

Access to the form may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form

The fee payable for access to the record, if any, will be determined partly by the form in which access is required

1 If the record is in writing or printed

<input type="checkbox"/>	Copy of record	<input type="checkbox"/>	Inspection of record
--------------------------	----------------	--------------------------	----------------------

2 If the record consist of visual images

(This includes photographs, slides, recordings, computer generated images, sketches, etc.)

<input type="checkbox"/>	View image	<input type="checkbox"/>	Copy image	<input type="checkbox"/>	Transcription of the image
--------------------------	------------	--------------------------	------------	--------------------------	----------------------------

3 If the record consist of recorded words or information which can be reproduced in sound:

	Listen to the sound track (audio cassette)		Transcription of the sound track (written or printed)
--	---	--	--

4 Form:

If the record is held on computer or in an electronic or machine readable

	Print of the copy		Print copy of information derived from the record		Copy in computer readable form (stiff or compact disk)
--	--------------------------	--	--	--	---

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?	Yes	NO
--	------------	-----------

6. 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.

7. 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 requested must sign all the additional pages

Indicate which right is to be exercised or protected:

Explain why the requested record(s) is required for exercising or protection of the aforementioned right(s)

8. 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 **therefore**, 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 _____ on this the ___ day of _____ 20_____

**SIGNATURE OF REQUESTOR/PERSON
WHOSE BEHALF REQUEST IS MADE**