

Symphonia Leadership Development (Pty) Ltd

(Registration number: 2006/029313/07)

*Manual in terms of section 51 of the
Promotion of Access to Information Act, 2 of 2000*



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PROMOTION OF ACCESS TO INFORMATION ACT, 2 OF 2000 **(THE ACT)**

SECTION 51 MANUAL OF SYMPHONIA LEADERSHIP DEVELOPMENT (PTY) LTD **(REGISTRATION NUMBER: 2006/029313/07)**

1. CONTACT PARTICULARS

Head of business:	Louise van Rhyn	Information officer:	Nicolette Swanevelder
Postal address:	PO Box 6552 Welgemoed 7538	Physical address:	20 Magasyn Avenue Kanonberg Lifestyle Estate Bellville 7530
Telephone number:	021 9133507	Fax number:	021 9133187
E-mail address:	nicolette@symphonia.net		
Website:	www.symphonia.net		

2. INTRODUCTION

Symphonia Leadership Development is an organisational change practice that works with leaders to engage their stakeholders so that talent, human energy and creativity is maximised.

3. GUIDE IN TERMS OF SECTION 10 OF THE ACT

Any person who wishes to exercise any right contemplated in The Act may obtain a copy of the information guide issued by the Human Rights Commission in all official languages, from the Human Rights Commission, contact number (011) 887-3600 or www.sahrc.co.za.

4. FACILITATION OF A REQUEST FOR ACCESS TO INFORMATION

Information which is not readily available as indicated in this manual, may be requested in accordance with the procedure prescribed in terms of The Act. Copies of the prescribed forms to be completed for submitting a request, are available from **Symphonia Leadership Development (Pty) Ltd**.

5. INFORMATION AVAILABLE IN TERMS OF OTHER LEGISLATION

Information is available in terms of certain provisions of the following legislation:

- 5.1 BASIC CONDITIONS OF EMPLOYMENT ACT 75 OF 1997
- 5.2 BBBEE ACT 53 OF 2003
- 5.3 COMPANIES ACT 71 OF 2008
- 5.4 COPYRIGHT ACT 98 OF 1978
- 5.5 CURRENCY AND EXCHANGES ACT 9 OF 1933
- 5.6 CUSTOMS AND EXCISE ACT 91 OF 1964
- 5.7 DEBT COLLECTORS ACT 114 OF 1998
- 5.8 ELECTRONIC COMMUNICATIONS AND TRANSACTIONS ACT 25 OF 2002
- 5.9 EMPLOYMENT EQUITY ACT 55 OF 1998
- 5.10 INCOME TAX ACT 58 OF 1962
- 5.11 LABOUR RELATIONS ACT 66 OF 1995
- 5.12 PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000
- 5.13 SOUTH AFRICAN RESERVE BANK ACT 90 OF 1989
- 5.14 SOUTH AFRICAN REVENUE SERVICES ACT 34 OF 1997
- 5.15 SHORT TERM INSURANCE ACT 53 OF 1998
- 5.16 SKILLS DEVELOPMENT LEVIES ACT 9 OF 1999
- 5.17 SKILLS DEVELOPMENT ACT 97 OF 1998
- 5.18 UNEMPLOYMENT CONTRIBUTIONS ACT 4 OF 2002
- 5.19 VALUE ADDED TAX ACT 89 OF 1991

6. INFORMATION AUTOMATICALLY AVAILABLE

The following categories of records are automatically available for inspection, purchase or photocopying:

- 6.1 PAMPHLETS / BROCHURES
- 6.2 MARKETING AND PROMOTIONAL MATERIAL
- 6.3 WWW.SYMPHONIA.NET

7. INFORMATION AVAILABLE IN TERMS OF THE ACT

The subjects on which the business holds records and the categories on each subject are as listed below. Please note that a requestor is not automatically allowed access to these records and that access to them may or must be refused in accordance with section 62 to 69 of The Act.

- 7.1 ACCOUNTING RECORDS
 - Annual financial statements and working papers
 - General ledger
 - Subsidiary ledgers (receivables, payables, etc.)
 - Bank statements, cheque books, cheques
 - Customer and supplier statements and invoices
 - Deposit slips
 - Cash books and petty cash books
 - Fixed asset register
 - Tax returns and assessments
 - VAT returns
 - Lease or instalment sale agreements
 - Insurance record
 - Investment records
 - Compiler's reports
 - Inventory records (including stock take)
 - Management review
 - Capital expenditure
 - Credit agreement
 - Record of assets
 - Record of liabilities
 - Record of loans to related parties
 - Record of property held

- Record of revenue
- Record of expenses

7.2 CREDIT AGREEMENTS

- Credit Provider's documents

7.3 INFORMATION TECHNOLOGY

- Agreements
- Client database
- Disaster recovery processes and procedures
- Hardware
- Internet
- Licenses
- LAN Installations
- Operating systems
- Software packages
- Telephone exchange equipment
- Telephone lines, leased lines and data lines

7.4 INSURANCE

- Claim records
- Details of coverage, limits and insurers
- Insurance policies

7.5 INTELLECTUAL PROPERTY

- Agreements relating to intellectual property, e.g. license agreements, secrecy agreements, research and development agreements, use agreements, joint venture agreements and joint development agreements.
- Copyrights

7.6 LEGAL, AGREEMENTS AND CONTRACTS

- Agreements with contractors, suppliers and clients
- Agreements with customers
- Agreements with governmental agencies
- Agreements with shareholders, officers or directors
- Material licenses, permits and authorisations
- Contracts, including lease agreements and finance agreements
- Sale agreements

7.7 PERSONNEL RECORDS

- Employee information records
- Employee remuneration
- Employee date of birth
- Employment contracts
- Expense accounts
- IRP 5 and IT 3 certificates
- Letters of appointment
- Leave applications
- Maternity leave policy
- Name and occupation of each employee
- Organisational design
- Payroll
- Particulars of each employee
- Personnel file
- Policies and procedures
- Recruitment and appointments
- Salary and wage registers
- Salary slips and wage records
- Training and development
- UIF, PAYE and SDL returns
- Workmen's Compensation documents

7.8 SALES AND MARKETING

- Brochures, newsletters and marketing material
- Customers
- Domestic and export orders
- Media releases
- Products
- Public relations policies and procedures
- Sales
- Service and product information

7.9 STATUTORY COMPANY RECORDS

- Annual Statutory Returns
- Certificate of Change of Name
- Certificate of Incorporation

- Certificate to Commence Business
- Directors' attendance register
- Memorandum and Articles of Association
- Notice and minutes of shareholders' meetings
- Minutes of directors' meetings
- Register of company secretary and auditors
- Register of directors and officers
- Register of directors' shareholding
- Register of past directors
- Registration Certificate
- Register of beneficial interest holders
- Reports presented at Annual General Meeting
- General resolutions
- Special resolutions
- Resolutions
- Shareholders' agreements
- Shareholders' register
- Resolutions passed at meetings

7.10 TAX

- Income tax returns
- Provisional tax returns
- Tax assessments
- Documents relating to where the objection and appeal is lodged
- Records relating to taxable gain or assessed capital loss
- VAT documents
- Records of importation goods and documents
- Vendors information

8. GENERAL

Symphonia Leadership Development (Pty) Ltd is an Organisational change practice that works with leaders to engage their stakeholders so that talent, human energy and creativity is maximized.

The name Symphonia was inspired by a story from the book "The Art of Possibility" written by Benjamin and Rosamund Zander. 'Symphonia' literally means the sounding together of voices and this is the ethos of our work and our vision. Engaging people in their work and enabling people to live remarkable lives starts by creating opportunities for all the voices to be heard.

Symphonia Leadership Development (Pty) Ltd is committed to developing the leadership capacity and knowledge within organisations. We believe it is the responsibility of organisational leaders to engage and harness the collective intelligence of all the people around them and to engage their workforce with a sense of enthusiasm and possibility.

Louise van Rhyn is the founder of Symphonia Leadership Development (Pty) Ltd. In 2008, she founded Symphonia – a group of organisations committed to sustainable transformation in organisations, communities and schools throughout the world.

9. REQUESTING PROCEDURES

A person who wants access to the records must complete the necessary request form, that is available at the offices of **Symphonia Leadership Development (Pty) Ltd**, or can be accessed on www.sahrc.org.za. The completed request form must be sent to the address or fax number provided in this manual, and marked for the attention of the Information Officer.

10. AVAILABILITY OF THE MANUAL

Copies of this manual are available for inspection, free of charge at the offices of **Symphonia Leadership Development (Pty) Ltd** and from the South African Human Rights Commission.

We confirm, to the best of our knowledge, and belief, the accuracy and completeness of the information provided.

Nicolette Swanevelder



Information officer

Signature of Information officer

09 December 2015

Date

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 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

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. 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 (audio cassette)		transcription of soundtrack* (written or printed document)		
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* (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	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 _____ 20

SIGNATURE OF REQUESTER / PERSON
ON WHOSE BEHALF REQUEST IS MADE

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) stifty 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) stifty 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;
and
 - (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.