

SECTION 51 MANUAL FOR

Adcorp Fulfilment Services (Pty) Limited

*Prepared in terms of the requirements of the
Promotion of Access to Information Act No 2 of 2000*

Registration Number:

1977/002576/07

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INTRODUCTION TO ADCORP FULFILMENT SERVICES (PTY) LIMITED

Adcorp Fulfilment Services (Pty) Limited is wholly owned by Adcorp Holdings Limited, an investment holding company whose subsidiaries and associates carry on business in the permanent and flexible staffing sectors as well as the education, training and business process outsourcing sectors of the service industry in South Africa and to a lesser extent, internationally.

There are several divisions of Adcorp Fulfilment Services, namely:

- Quest Support Services
- Capacity Outsourcing Group
- Charisma Healthcare Solutions
- DAV Professional Placement Group
- FMS Marketing Solutions
- Rightsource
- Quest Staffing Solutions (Pty) Limited (100%)

A. PARTICULARS IN TERMS OF THE SECTION 51 MANUAL

1. Contact Details [Section 51(1)(a)]

Company Name:

Adcorp Fulfilment Services (Pty) Limited

Chief Executive Officer

Mr R L Pike

Information officer:

Geraldine Hadjimacris – Group Human Resources Manager
geraldineh@adcorp.co.za

Street Address: Adcorp Head Office @ Nicolway Bryanston
Cnr William Nicol and Wedgewood link
Bryanston

Postal address: P O Box 70635
Bryanston
2021

Telephone: +27 11 244 5300
Fax: +27 11 244 5309
Website: www.adcorp.co.za

Note: Public Information on the company is available on the company's website (www.adcorp.co.za)

2. The section 10 Guide on how to use the Act [Section 51(1)(B)]

The guide is available from the South African Human Rights Commission. 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

Telephone: +27 11 484-8300
Fax: +27 11 484-1360
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

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

No	ACT
1	Basic Conditions Of Employment Act
2	Broad-Based Black Economic Empowerment Act
3	Companies Act 2008
4	Electronic Communications And Transactions Act
5	Employment Equity Act
6	Income Tax Act
7	King Code Of Governance For South Africa
8	Labour Relations Act
9	Regulation Of Interception Of Communications And Provision Of Communication-Related Information Act
10	Skills Development Act
11	Skills Development Levies Act
12	Value Added Tax Act
13	International Financial Reporting Standards
14	Compensation For Occupational Injuries And Diseases Act
15	Competition Act
16	Copyright Act
17	Currency And Exchange Act
18	Financial Advisory & Intermediary Services Act
19	General And Further Education And Training Quality Assurance Act
20	Protected Disclosure Act
21	Promotion Of Access To Information Act)
22	Occupational Health And Safety Act
23	Immigration Act
24	National Credit Act
25	Unemployment Insurance Act
26	Unemployment Insurance Contributions Act
27	Prevention And Combating Of Corrupt Activities Act
28	Prevention Of Organised Crime Act
29	Promotion Of Equality & Prevention Of Unfair Discrimination Act
30	National Water Act
31	National Road Traffic Act
32	Arbitration Act
33	Constitution Of The Republic Of South Africa Act
34	Consumer Protection Act
35	Protection of Personal Information Act

4. Access to records held by Adcorp Holdings Limited [Section 51 (1) (c) & (e)]

i. Automatic disclosures [Section 51 (1) (c)]

Information that is freely available

Adcorp Holdings Limited Annual Report
Website Information – www.adcorp.co.za
Adcorp Employment Index

ii. Records that may be requested [Sections 51(1) (e)]

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.

FINANCE AND ADMINISTRATION

1. HUMAN RESOURCES

- Policies on staff recruitment and other staff related policies
- Employment contracts
- Details of employees and benefits

2. PROCUREMENT

- Asset register
- Procurement policies

3. COMPANY SECRETARIAL

- Company Registrations
- Company Documentation relating to Director's appointments
- Statutory Documentation
- Company Register
- Minute Book – annual minutes and resolutions

4. FINANCIAL

- Financial Statements
- Tax Records

iii. The request procedures

- A requester must use the prescribed to make the request for access to information. The request must be made to the Information Officer. This request must be made to the address, fax number or electronic mail address as per Section 53(1) (a).
- 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. The requester should also indicate if any other manner is to be used to inform

the requester and state the necessary particulars to be so informed [s 53(2)(a) and (b) and (c)].

- The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right [s 53(2) (d)].
- 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 the head of the private body [s 53(2) (f)].

Fees

A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:

- The Information Officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request [s 54(1)].
- The fee that the requester must pay to a private body is R50. The requester may lodge an application to the court against the tender or payment of the request fee [s 54(3) (b)].
- After the Information Officer has made a decision on the request, the requester must be notified in the required form.
- If the request is granted then a further access fee must be paid for the search, reproduction, preparation and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure [s 54(6)].

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

The Minister of Justice and Constitutional Development has not made any regulations in this regard.

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

This manual is available for inspection at Adcorp Fulfilment Services offices and copies are available on our website (www.adcorp.co.za) or alternative copies are available at the SAHRC. In respect of hard copies, any transmission costs/postage will be for the account of the requester.

7. 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) 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; 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.

8. Prescribed forms

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]

B. Particulars of private body

Information Officer: Mrs Geraldine Hadjimacris

C. 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:

D. 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:

E. 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**

F. 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:

G. 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 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.

(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:			
	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

H. 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:

I. 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 WHO'S BEHALF REQUEST IS MADE



Richard L Pike
Chief Executive Officer
Adcorp Holdings Limited