

**2017 - PROMOTION OF ACCESS TO INFORMATION MANUAL**

**PREPARED IN COMPLIANCE WITH  
SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION  
ACT (ACT NO. 2 OF 2000)  
FOR SERVEST GROUP PROPRIETARY LIMITED  
REGISTRATION NUMBER: 2002/012895/07  
AND ITS SUBSIDIARIES**



**ONE** International Name  
Facilities Management Solution

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## INTRODUCTION TO SERVEST (PTY) LTD

Servest Group (Pty) Ltd ("Servest") is the sole shareholder of Servest (Pty) Limited ("Servest"). Servest Group does not trade and is simply holdco for Servest, which is the trading entity. Servest is a multi-service solutions group focused on providing services and delivering value through innovation. Our integrated business model provides extensive operational support, infrastructure and shared international best practice standards to the built environment, within the public and private sectors. Each of our service lines are dedicated to handling non-core business functions your business, to create efficiencies in systems and processes.

Servest provides integrated multi-service solutions in line with the following service categories:



Each division of Servest is dedicated to handling the non-core business functions of our clients.

Through our extensive operational support and infrastructure, shared international best practice standards and continuous assistance via our national call centre, Servest offers a specialised and expert multi-service platform for hard and soft services.

The Servest group of companies consists of the following South African entities:-

Servest Group (Pty) Ltd (2002/012895/07) (holdco – does not trade/contract)

Servest (Pty) Ltd (1997/006391/07)

*(wholly owned subsidiaries being)*

Lone Creek Farms (Pty) Ltd (1994/001606/07)

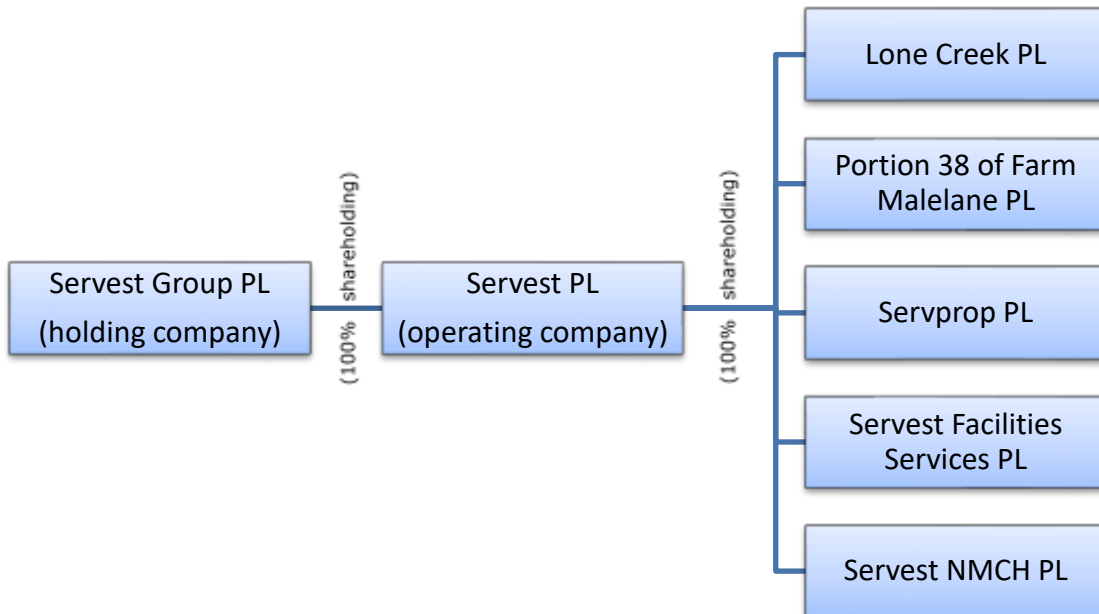
Portion 38 of Farm Malelane (Pty) Ltd (1996/008081/07)

Servprop (Pty) Ltd (1996/016674/07)

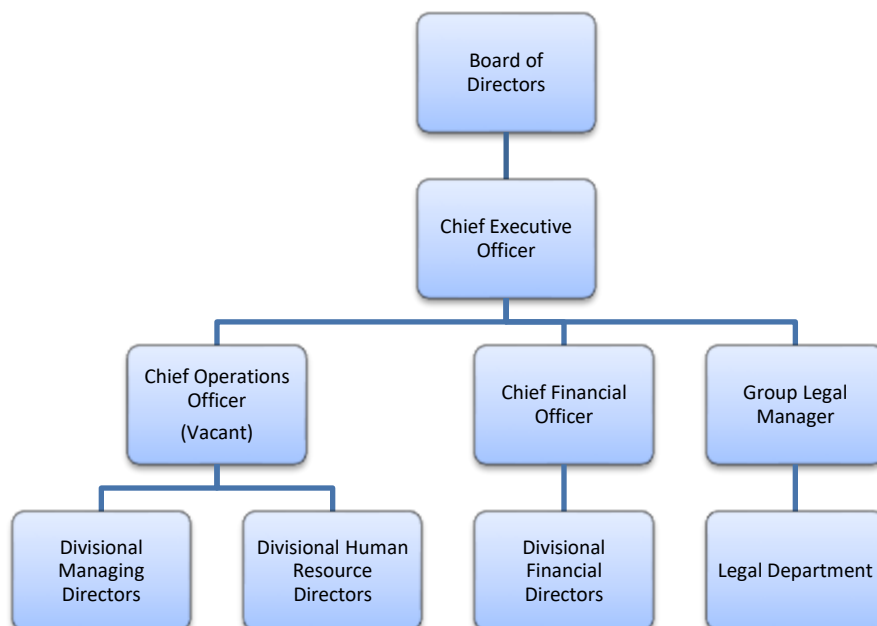
Servest Facilities Services (Pty) Ltd t/a Servest Parking (1998/007617/07)

Servest NMCH Facilities Pty Ltd (2004/024248/07)

## SERVEST GROUP OF COMPANIES – ORGANISATIONAL STRUCTURE



## SERVEST PROPRIETARY LIMITED – MANAGEMENT STRUCTURE



## **1. PARTICULARS IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000**

### **1.1 CONTACT DETAILS**

*[Section 51(1)(a) of the Promotion of Access to Information Act 2 of 2000 (hereinafter referred to as "the Act")]*

The Board of Directors of Servest has duly authorised the Group Legal Manager of Servest to deal with all matters in connection with requests for information in terms of The Act. The contact details are as follows:

Attention:	Group Legal Manager
Postal address:	P O Box 3082 Saxonwold 2132
Registered office:	Servest Building, corner Bridal Veil Road and Tugela Lane, Waterfall Logistics Precinct, Jukskei View Ext 78, Midrand, Gauteng, 1682
Telephone:	0860 22 55 84
E-mail:	<a href="mailto:legalnotices@servest.co.za">legalnotices@servest.co.za</a>
Website:	<a href="http://www.servest.com">www.servest.com</a>

## **1.2 THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT**

*[Section 51(1)(b) of the Act]*

The guide, as described in Section 10 of the Act will be available from the South Africa Human Rights Commission Act.

Please direct any queries to:

Attention:	The Human Rights Commission Promotion of Access to Information Information and Communications
Postal address:	Private Bag 2700 Houghton 2041
Telephone:	+27 11 484 8300
Email:	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>
Website:	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

## **1.3 CATEGORIES OF RECORDS**

*[Section 51(1)(c) of the Act]*

In terms of Section 15(2) of the Act, the Minister must, by notice in the Government Gazette, publish a notice of records that are automatically available.

In terms of Section 52 of the Act, the head of a private body may, on a voluntary and periodic basis, submit to the Minister, a description of the categories of records that are automatically available without person having to request access in terms of the Act.

#### **1.4 RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

*[Section 51(1)(d) of the Act]*

Records are kept in accordance with such other legislation as is applicable to Servest, which includes but is not limited to, the following legislation:

- The Constitution of the Republic of South Africa, 1996
- Administrative Adjudication of Road Traffic Offences Act, No 46 of 1998
- Air Services Licensing Act, No 115 of 1990
- Alienation of Land Act, No 68 of 1981
- Arbitration Act, No 42 of 1965
- Architectural Professions Act, No 44 of 2000
- Auditing Profession Act, No 26 of 2005
- Basic Conditions of Employment Act, No 75 of 1997
- Bills of Exchange Amendment Act, No 56 of 2000
- Broad-Based Black Economic Empowerment Act, No 53 of 2003
- Carriage of Goods by Sea Act, No 1 of 1986
- Civil Aviation Act, No 13 Of 2009
- Civil Aviation Regulations, 2011
- Code of Advertising Practice of Advertising Standards Authority
- Companies Act, No 61 of 1973
- Companies Act No 71 of 2008
- Compensation for Occupational Injuries and Disease Act, No 130 of 1993
- Competition Act, No 89 of 1998
- Consumer Affairs (Unfair Business Practices) Act, No 71 of 1988
- Construction Industry Development Board Act, No 38 of 2000
- Consumer Protection Act, No 68 of 2008
- Copyright Act, No 98 of 1987
- Criminal Law (Forensic Procedures) Amendment Act, No 6 of 2010
- Currency and Exchange Act, No 9 of 1933
- Debt Collectors Act, No 114 of 1998
- Deeds Registries Act, No 47 of 1937
- Designs Act, No 195 of 1993
- Disaster Management Act, No 57 of 2002
- Domestic Air Services Regulations, 1991



- Dumping at Sea Control Amendment Act, No 73 of 1995
- Electronic Communications Act, No 36 of 2005
- Electronic Communications and Transmissions Act, No 25 of 2002
- Electronic Communications Security (Pty) Ltd Act, No 68 of 2002
- Employment Equity Act, No 55 of 1998
- Environment Conservation Act, No 73 of 1989
- Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act, No 36 of 1947
- Financial Intelligence Centre Act, No 38 of 2001
- Firearms Control Act, No 60 of 2000
- Foodstuffs, Cosmetics and Disinfectants Act, No 54 of 1972
- Formalities in respect of Leases of Land Act, No 18 of 1969
- Harmful Business Practices Amendment Act, No 23 of 1999
- Hazardous Substances Act, No 15 of 1973
- Health Act, No 63 of 1977
- Immigration Act, No 13 of 2002
- Immovable Property (Removal or Modification of Restrictions) Act, No 94 of 1965
- Income Tax Act, No 58 of 1962
- Intellectual Property Laws Amendments Act, No 38 of 1997
- International Air Services Regulations, 1994
- International Financial Reporting Standards
- Justices of the Peace and Commissioners of Oaths Act, No 16 of 1963
- King 3 Code on Corporate Governance
- Labour Relations Act, No 66 of 1995
- Liquor Act, No 59 of 2003
- Local Government Municipal Property Rates Act, No 6 of 2004
- Manpower Training Act, No 56 of 1981
- Marine Pollution (Control and Civil Liability) Act, No 6 of 1981
- Marine Pollution (Prevention of Pollution from Ships) Act, No 2 of 1986
- Marine Traffic Act, No 2 of 1981
- Maritime Zones Act, No 15 of 1994
- Marketing of Agricultural Products Act, No 47 of 1996
- Medical Schemes Act, No 131 of 1998

- Merchant Shipping Act, No 57 of 1951
- Mine Health and Safety Act, No 29 of 1996
- National Building Regulations and Building Standards Act, No 103 of 1997
- National Credit Act, No 34 of 2005
- National Environmental Management: Air Quality Act, No 39 of 2004
- National Environmental Management Act, No 107 of 1998
- National Environmental Management: Biodiversity Act, No 10 of 2004
- National Environmental Management: Integrated Coastal Management Act, No 24 of 2008
- National Environmental Management: Protected Areas Act, No 57 of 2003
- National Environmental Management: Waste Act, No 59 of 2008
- National Health Act, No 61 of 2003
- National Key Points Act, No 102 of 1980
- National Ports Act, No 12 of 2005
- National Qualifications Framework Act, No 67 of 2008
- National Road Traffic Act, No 93 of 1996
- National Water Act, No 36 of 1998
- Occupational Health and Safety Act, No 85 of 1993
- Patents Act, No 57 of 1978
- Pension Fund Act, No 24 of 1956
- Preferential Procurement Policy Framework, Act No 5 of 2000
- Prevention of Organised Crimes Act, No 121 of 1998
- Prevention and Combating of Corrupt Activities Act, No 12 of 2004
- Private Security Industries Levies Act, No 23 of 2002
- Private Security Industries Regulatory Act, No 56 of 2001
- Project and Construction Management Professions Act, No 48 of 2000
- Promotion of Access to Information Act, No 2 of 2000
- Promotion of Administrative Justice Act, No 3 of 2000
- Promotion of Equality and Prevention of Unfair Discrimination Act, No 4 of 2000
- Protected Disclosures Act, No 26 of 2000
- Protection of Information Act, No 84 of 1982
- Regulation of Inception of Communication and Provision of Communication Related Information Act No 48 of 2008

- Road Transport Act, No 74 of 1977
- Sales and Services Matters Act, No 25 of 1964
- Sea Transport Documents Act, No 65 of 2000
- Second-Hand Goods Act, No 6 of 2009
- Sectoral Determination 6 : Private Security Industry
- Securities Transfer Act, No 25 of 2007
- Short-Term Insurance Act, No 53 of 1998
- Skills Development Act, No 97 of 1998
- South African Civil Aviation Authority Levies Act, No 41 Of 1998
- Skills Development Levy Act, No 9 of 1999
- South African Maritime and Aeronautical Search and Rescue Act, No 44 of 2002
- South African Maritime Safety Authority Levies Act, No 6 of 1998
- South African Reserve Bank Act, No 90 of 1989
- Stamp Duties Act, No 77 of 1968
- Standards Act, No 8 of 2008
- Tobacco Products Control Amendment Act, No 12 of 1999
- Trademarks Act, No 194 of 1993
- Transfer Duty Act, No 40 of 1949
- Unemployment Insurance Contributions Act, No 4 of 2002
- Unemployment Insurance Act, No 63 of 2001
- Value Added Tax Act, No 89 of 1991
- Wages Act, No 5 of 1997
- Water Services Act, No 108 of 1997
- Witness Protection Act, No 112 of 1998
- Workmen's Compensation Act, No 30 of 1941
- Wreck and Salvage Act, No 94 of 1996

## **1.5 HOW TO REQUEST A RECORD. A DESCRIPTION OF THE SUBJECTS OF THE RECORDS HELD BY SERVEST AND THE CATEGORIES IN WHICH THESE SUBJECTS ARE CLASSIFIED**

*[Section 51(1)(e) of the Act]*

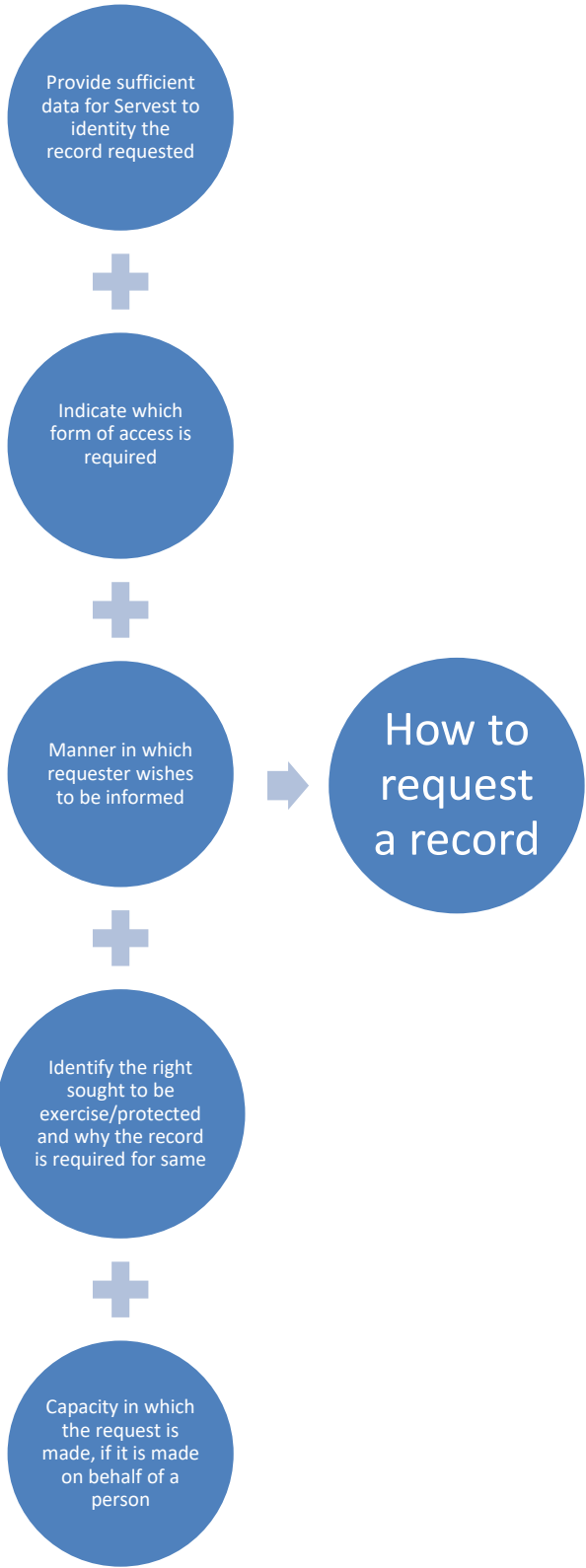
### **1.5.1 How to request a record**

The paragraphs hereunder are for the purpose of providing the requester with necessary information and procedures which he or she will have to comply with in order to request access to records held by Servest.

The requester is to commence with his or her request by completing FORM C of Annexure B contained in the Regulations Regarding the Promotion of Access to Information (hereinafter referred to as "the Regulation/s"). In addition, the requester is required to make payment in terms of the requisite fee applicable. Further details follow hereunder.

- Section 53 of the Act prescribes that the requester must use the prescribed form, attached hereto as Annexure "A", to make the request for access to a record. This must be made to the head of the private body, or his duly authorised deputy. This request must be made to the address, fax number or electronic mail address of the body concerned.
- The requester must provide sufficient detail on the request form to enable the head of the private body to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

- The requester must identify the right that he or she is seeking to exercise or protect and provide 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 a 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.
- The head of the private body 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.
- The fee for private bodies is R50.00, excluding VAT. The requester may lodge an internal appeal or an application to the court against the tender or payment of the request fee.
- If the request is granted then a further access fee must be paid for the reproduction and the search and preparation, and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.
- The head of the private body will then make a decision on the request and notify the requester in the required form.



### 1.5.2 Categories of records held by Servest

- Web page

The web page, <http://www.servest.com>, is accessible to anyone who has access to the Internet. Servest's website has the following categories:

  - About us
  - Sectors
  - Services
  - Careers
  - News
  - Testimonials
  - Downloads
  - Contact us
- Other records
  - Operational information

This information can be defined as information needed in the day to day running of the organisation and is generally of little or no use to persons outside the organisation
  - Accounting records
  - Agreements
    - Finance agreements
    - Acquisition agreements
    - Shareholders agreements
    - Disposal agreements
    - Joint venture agreements
    - Property lease agreements
    - Service level agreements
  - Company secretarial records
  - Customer database
  - Customer contracts
  - Employee records
  - Employment Equity Manuals
  - Financial records

- Fixed property and assets records
- Internal audit and risk management
- Information Technology
  - Hardware
  - Software packages
  - Operating systems
  - Telephone Exchange Equipment
  - Licences
- Insurance records
- Intellectual Property
  - Trade marks
- Legal records
- Marketing Material
- Minutes of management and board meetings
- Product records
- Policies and procedures manual
- Statutory company information
- Supplier records
- Tax records

## **1.6 OTHER INFORMATION AS MAY BE PRESCRIBED**

*[Section 51(1)(f) of the Act]*

Not applicable.

## **1.7 AVAILABILITY OF THE MANUAL**

*[Section 51(3) of the Act]*

This manual is available from:



- The South Africa Human Rights Commission (see details above);
- Servest (see details above); and
- In electronic format at <http://www.servest.com>

## 1.8 FEES IN RESPECT OF PRIVATE BODIES

- 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.
- The fees for reproduction are as 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.	For a transcription of visual images, for an A4-size page or part thereof i) For a copy of visual images	40.00 60.00
e.	For a transcription of an audio record for an A4-size page or part thereof i) For a copy of an audio record	20.00 30.00

- The request fee payable by a requester, other than a personal requester, referred to in Regulation 11(2) is R50.00
- The access fees payable by a requester referred to in Regulation 11(3) are as follows:

		R
1a.	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.	For a transcription of visual images, for an A4-size page or part thereof i) For a copy of visual images	40.00 60.00
e.	For a transcription of an audio record for an A4-size page or part thereof i) For a copy of an audio record	20.00 30.00
f.	To search for and prepare the record for disclosure, R30 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.	

- It must be noted that all fees above are exclusive of VAT.
- The actual postage is payable when a copy of a record must be posted to a requester.

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY**

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

[Regulation 10]

**A. Particulars of private body**

The Group Legal Manager  
Servest (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 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 the additional folios.**

Description of record or relevant part of the record: \_\_\_\_\_

Reference number, if available: \_\_\_\_\_

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 qualified 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**

<i>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.</i>			
Disability		Form in which record is required	
<p><i>Mark the appropriate box with an X</i></p> <p><b>NOTES:</b></p> <p><i>(a) Compliance with your request in the specified form may depend on the form in which the record is available</i></p> <p><i>(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.</i></p> <p><i>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</i></p>			
<b>1. If the record is written or printed form:</b>			
	Copy of record		Inspection of record
<b>2. If the record consists of visual images</b> (this includes photographs, slides, video recordings, computer-generated images, sketches, etc):			
	View the images		Copy of the images
			Transcription of the images

<b>3. If record consists of recorded words or information which can be reproduced in sound:</b>			
	Listen to the soundtrack (audio)		Transcription of soundtrack (written or printed document)
<b>4. If record consists of recorded words or information which can be reproduced in sound:</b>			
	Printed copy of record		Printed copy of information derived from the record
			Copy of computer readable form (stiffy or compact disc)
If you requested a copy or transcription of a record (above), do you wish the copy of 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 and protected: \_\_\_\_\_  
\_\_\_\_\_
2. Explain why the record requested is required for the exercise or protection of the aforementioned right: \_\_\_\_\_  
\_\_\_\_\_



# Contact Us

**Group Legal Officer**  
**Servest Building**  
corner Bridal Veil Road and Tugela Lane,  
Waterfall Logistics Precinct, Jukskei View Ext 78,  
Midrand, Gauteng, 1682

Telephone: **0860 11 44 84**  
Alternative: **+27 (11) 608 3377**  
Email: **legalnotices@servest.co.za**  
Web: **www.servest.com**

**Stephen Wallbanks**  
**Acting Chief Executive Officer**  
**Servest Proprietary Limited**

